

Understand the similarities and differences between four seminal methodologies: Six Sigma, Lean, Reengineering and BPM. Do exercises for techniques and discuss cases in each methodology.

This course provides practical information on the four best known BPM methods and approaches, namely Six Sigma, Lean, Reengineering and BPM. The actionable exercises allow participants to connect course material to their own organizations. Discussion enables insight into BPM methods and an appreciation of best practices and pitfalls to avoid. The methodology concepts and techniques provide actionable information for both business and IT professionals.

This course provides an overview of various methodologies and approaches commonly used in process improvement and management. Participants will understand the similarities and differences between Six Sigma, Lean, Reengineering and BPM. Exercises and case studies are used to reinforce the guiding principles and frameworks for each of the four methodologies.

The course places special emphasis on understanding process improvement techniques for the definition, modeling, analysis, improvement and management of business processes. Eleven different techniques are explained, each from one of the different methodologies. Participants learn where and how to best apply a given methodology or approach during the different BPM stages.

Case studies provide discussion of real life situations from the instructor and participants; exercises provide opportunities to practice the techniques. Participants are encouraged to think about how to apply the different methodologies and techniques in their work environments. Since the course is focused on process management methods the student should have a basic understanding of BPM prior to attending. This basic understanding can be obtained by attending BPM 101.

WHO SHOULD ATTEND:

- Business Analysts
- Process Analysts
- Business Process Managers
- Business and Technical Leaders
- Business Architects
- Project Managers
- Line of Business Managers and Supervisors

COURSE OUTLINE:

- What are Methodologies
- 4 Key Methodologies- Six Sigma, Lean, Reengineering, and BPM
- Process Techniques for BPM Stages
 - Definition –Value Stream Mapping and Charter
 - Document – Process Modeling and Baseline Metrics
 - Assess - Voice of the Customer and Notched Time Line
 - Improve – Workout Session and Principles for Redesign
 - Manage - PDCA, Dashboards, and Governance
- Key Roles
- Aligning Process with Strategy
- Putting it Altogether

RECOMMENDED PREREQUISITES:

- BPM 101

“This course was great! It did an excellent job of tying in a lot of the details learned in the other courses. Also, examples helped put new topics in perspective.” – Glatfelter

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