



## Business Process Management Systems

### Business Process Management System Implementation

#### Duration:

- 5 Days
- Just in Time Training Available

#### Who should attend:

Department managers or business leaders whose work is cross-functional.

#### Key Topics:

- Defining Core Processes
- Process Hierarchy
- Defining Customer Requirements
- Gap Analysis and Project Selection
- Measures and Metrics
- Process Dashboards and Scorecards
- Process Improvement (Lean, Six Sigma or Lean Six Sigma)

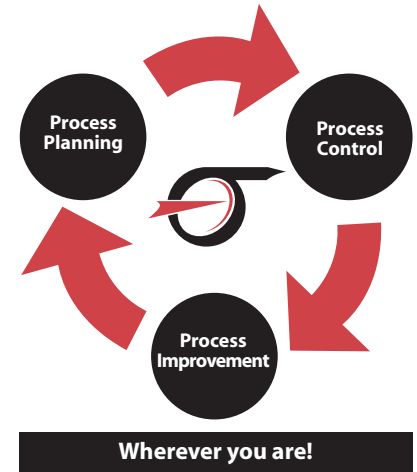
#### Benefits:

- Align customer needs and business goals
- Develop metrics to drive the business
- Identify projects to close performance gaps
- Accelerate Lean and Six Sigma Implementations

## Your First Step to Management by Metrics

Customer complaints about service quality. Internal problems with bad data and information. Numbers about the business that tell you nothing about how your internal processes are functioning. These problems are common to businesses beginning to address quality and focus on customer needs.

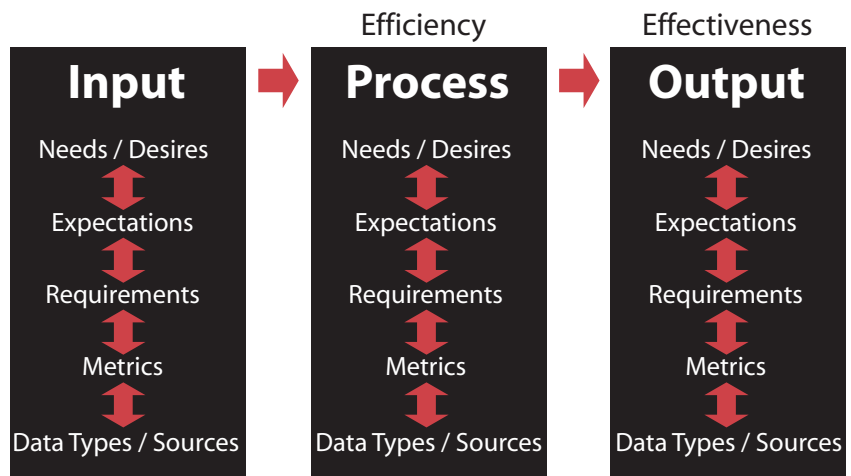
In order to improve a business or a process, establishing a baseline for performance is critical. BPMS is a structured approach to identifying core processes and developing measurements for those processes. Identifying the right processes to measure and keeping those processes in control requires a robust measurement system tracking the key processes. BPMS enables businesses to refocus attention and resources on the key processes that drive your company's performance.



## Building Measurement Systems from the Ground Up

Ideal participants are department managers or business leaders whose work is cross-functional and gives them a good understanding of a broad range of relevant processes. Based on core processes defined by senior management during strategy sessions, your BPMS team will identify key processes and establish the metrics critical to those processes. Measurement systems and control plans for these processes will be established during the workshop. This crucial first step will lay the groundwork for all future project selection and management focus as you begin your continuous improvement journey.

## SBTI's Process Feedback Model



The process must be effective to retain customers.  
The process must be efficient to maintain profit.