**Business Process Improvement**



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**Course Objective**

* Learn to leverage your current business strategy to drive improvement,
* develop tools, identify problem areas, measure performance, validate change,
* create models of current and future processes in this Business Process Improvement (BPI)
* Apply a BPI framework in your organization
* Identify processes in need of improvement
* Create and implement stakeholder engagement and buy-in

**Target Audience**

* Process analysts,
* business analysts,
* project managers,
* business process owners,
* general business staff,
* and anyone who needs the skills to improve and/or manage business processes.

**Course Outline**

* **Importance of Business Process Improvement**
* **Definitions:**
* Business Process Improvement (BPI)
* Business Process Improvement Lifecycle
* Business Process Modeling (BPM)
* Lean
* Lean Six Sigma
* Kaizen
* Zero-Based
* Value Stream Mapping
* **Seven Deadly Sins of BPI**
* **Seven Types of wastes**
* **Implementing BPI Success Factors**
* Knowledgeable BPI champion
* Management buy in
* Continues improvement
* Process ownership
* **Create Overall Process Map**
* Brainstorming and information gathering
* Select and prioritize processes for improvements
* Select high impact and low cost process
* **Process Improvement Stages**
* Process analysis
* Improvement identification
* Process change introduction
* Process change training
* Change tuning
* **Business Process Lifecycle**
* **Process Analysis and Modeling**
* Process analysis
* Process modelling
* **BPI Tools and Methodology**
* High level process map (iGrafix)
* Process capability (minitab)
* Potential cause and effect (fishbone)
* Supplier Input Process Output Customer (SIPOC)
* Failure Modes and Effect Analysis (FMEA)
* Brainstorming (5 Whys)
* Control – Impact Matrix (in our control / outside our control)
* Vital ‘x’ root cause and possible solution
* Standard Operating Procedure (SOP)
* **The Feature Of Asia Master Training And Development Center**
* we pick up the customer from the airport to the hotel.
* we give the participant training bag includes all the necessary tools for the course.
* Working within groups to achieve the best results.
* All our courses are confirmed and we do not postpone or cancel the courses regardless of the number of participants in the course.
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The Cost Of The Training Program Includes The Following:

1. Scientific article on flash memory.
2. Training Room.
3. Training.
4. Coffee break.
5. The training bag includes all the tools for the course.

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| Price (USD) |
| Communicate with the training department  to know the participation fees   * There are offers and discounts for groups |
| The details of the bank account |
| Bank name: CIMB Bank Berhad  Account name: Asia Masters Center SDN. BHD  Bank account number: 80-0733590-5  Swift code: CIBBMYKL  IBAN: Null |