



Asia Masters Center

Business Process Improvement



Business Process Improvement

➔ 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



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- **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.
 - We can assist you in booking hotels at discounted prices if you wish to book through us.
 - We offer the certificate from Asia Masters Center for Training and Administrative Development.

➔ **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.

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