
World-Class Business Process Management

Seminar 252

Seminar Overview

Specially designed for senior executives, this hard-hitting 1-day seminar examines two of the best-run companies in the United States and demonstrates how they develop and maintain their business process. These two Malcolm Baldrige award winners show us simple, yet powerful techniques for developing and maintaining consistent success.

Muda (the Japanese word for uselessness) is a term given to work, effort, and money spent which produces little or no benefit. Uncompleted tasks, rework, late deliveries, useless meetings, and failed projects are all examples of muda.

This seminar targets process work, examines where inefficiencies and muda exist, and fine-tunes the process to create a Muda-Free Zone™.

You will learn how to ensure your strategic initiatives are successful, align resources to a common goal, develop consistency while encouraging flexibility, and maximizing resource efficiency.

Who Should Attend

This seminar is designed for upper-level and senior-level executives who want to ensure the entire organization is heading in the same direction.

- Presidents
- CEOs
- COOs
- Board members
- Vice Presidents from all disciplines
- Directors
- Strategic planners
- Organizational developers

What Will Be Covered

- Maintain consistency while allowing for innovation and creativity
- Benefits and drawbacks of different management styles
- The business process hierarchy
- Hand-offs among departments and processes
- Ownership
- Ensuring everyone is headed in the same direction
- Aligning costs and benefits of resources in a process environment
- Key concepts to continuous process improvement

Your Benefits

Your benefits include:

- Muda-Free™ processes
- Improved workflow and product hand-offs
- Align resource to organizational objectives
- A consistent and successful management style
- Significantly improved morale
- Support for strategic initiatives
- Maximum resource efficiency

Duration:	2 Days
Prerequisites:	None
Price:	\$9900.
Avg. Cost/Person	\$500. (20 participants)

This is a Muda-Free™ Seminar

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Seminar 252 *Seminar Syllabus*

1. Introducing Process Definition and Improvement

- Seminar introduction
- The purpose of work
- Project v process
- Terminology
- Advantage of process definition
- Muda

Individual and Group Exercise

2. The Process of Business

- The goals of the business process
- Integrating processes
- Standardization v flexibility
- Creativity

Group Exercise

3. The Best Run Companies

- How *the best* view work
- Management styles in process management
- Business process hierarchy
- Everyone headed in the same direction
- Assigning Responsibilities
- Ownership
- Business process ownership

Group Exercise

DAY 2

4. Resources and Costs

- Identifying resource requirements
- Estimating resource needs
- Identifying costs of activities
- The most efficient resource
- The most efficient resource run most efficiently

Group Exercise

5. World-Class Business Process Management

- Metrics, responsibilities, and accountabilities
- Key concepts of Balanced Scorecard®
- Focus on values, missions, and strategic plans

6. The Next Steps

- Components of the BPM strategy
- Overcoming the fear
- Cultural issues
- Developing the BPM Strategy

Group Exercise

7. Closing