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An introduction to...

# Business Process Reengineering

*How to deliver a successful BPR Project*



**PROGRAMME (1 DAY)**

**Introduction**

- BPR in the public sector
- What is a business process?
- Why processes go wrong
- BPR-service delivery-efficiency

**The BPR Route Map**

- ValueAdding's Five Step Route Map
- Secrets of successful BPR projects
- Team structure to deliver projects

**Agreeing the objectives of a BPR Project**

- Where do you want to get to? SMART objectives
- Aligning project objectives with the core values and mission of the organisation - a key success factor
- Turning issues into measurable objectives
- CASE STUDY - BPR Scoping Pro-Forma

**Mapping the As Is**

- Mapping tools
- An overview of the mapping step
- Customers and Stakeholders
- The 'one-box map' & The 'six-box map'
- Symbols and mapping techniques
- CASE STUDY - Mapping a typical example

**Define the To Be**

- Analysing the map
- Process Redesign Principles and Tactics
- Visioning the process
- New Process Characteristics
- CASE STUDY - Building the new process template
- Drawing up the To Be map
- Evaluating the options - factors to consider

**Implementation**

- Organising for implementation
- Comparing the As Is and To Be
- Milestone Planning
- CASE STUDY - Preparing a milestone plan
- Risk Assessment
- Change Management Analysis
- Building a Business Case & Managing the project

**Continuous Improvement**

- No slipping back! Some practical tips
- Organising for further improvement

**LONDON-2010-DATE TO BE CONFIRMED**

Most public sector organisations have at some time started business process redesign (reengineering) projects. Some have started the same project many times over! Far too often the projects stall with little if anything gained in terms of greater efficiency and/or improved service delivery. The problem is rarely a lack of understanding of the techniques of process mapping, but in poor overall project discipline. Isolated elements of the improvement regime are attempted without a vision for the change path 'as a whole'. Then, when it comes to implementation, the project grinds to a halt and the recriminations begin. This popular seminar will provide practical advice and guidance on how to successfully lead and facilitate a BPR project from inception to completion. No previous experience of BPR will be assumed.

**Presented by: Richard Coombes, Director, ValueAdding and regular presenter on ETC's Public Sector Seminar Programme.** Richard is a Director of ValueAdding, a consultancy organisation that works primarily in the public sector and focuses on business process improvement and redesign. He is an experienced BPR practitioner with an impressive track record of leading successful process redesign projects in the public sector, including local government, central government and NHS sectors, as well as in the commercial sector.

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0945 Registration, 1000 Start, 1630 Close, Lunch is included

**Venue:** Park Inn Hotel, Southampton Row, London WC1  
Nearest Underground Station • Holborn •  
Piccadilly and Central Lines

**Fee per delegate:** £270.00 plus £47.25 VAT Total £317.25

This seminar can also be run In-House for £1,295 plus VAT, 'ALL IN', anywhere on mainland UK. Maximum 15 delegates from the organisation booking the in-house seminar. Please contact ETC to discuss possible dates.



**ETC, PO Box 999, Leeds LS16 0AA**

**Telephone 0113 230 6170**

**BOOKING FORM**

**BUSINESS PROCESS REENGINEERING**

**2010-Date to be confirmed-London**

ORGANISATION \_\_\_\_\_

① First Name \_\_\_\_\_ Surname \_\_\_\_\_

ADDRESS \_\_\_\_\_

Job Title \_\_\_\_\_

\_\_\_\_\_

② First Name \_\_\_\_\_ Surname \_\_\_\_\_

\_\_\_\_\_ POSTCODE \_\_\_\_\_

Job Title \_\_\_\_\_

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