

## **10 Ways to Succeed in Process Improvement Leveraging Best Practices**

### **Overview**

Why can't companies achieve the improvement that they read about in articles and see in presentations? Studies have shown that 75% of process projects fail in some way. What is it that BPM professionals know about improvement that companies are missing? The core reason for the company shortfall is that people don't know what techniques, methods and tools are available and how to apply them in their situations.

Would an audit or improvement assessment help? When would you do a capability check on your process improvement efforts? Since improvement efforts range from fixing problems to major or complete enterprise transformation, a scalable approach is needed for success. Understanding when, how and why to apply improvement techniques is key to process success. Most companies understand the idea of improving a process with observation. This does not yield real improvement but it does get the process 'up to specification' like doing maintenance on your car. It doesn't improve the car but it keeps running as designed.

Better techniques of process management have emerged over the last 20 years that have practical and established implementation approaches. This professional training session provides a hands on, skill oriented working knowledge of the improvement techniques that process professionals have been using for years. The learning approach focuses on output and outcomes that lead to improvement success. Participants can apply this learning as soon as they get back to their office.

This is a Knowledge Consultants, Inc. certified course and is part of the KCI BPM curriculum.

**Prerequisites:** A laptop is required and must allow installation of software.

**Certification Requirements:** All course attendees must meet minimum testing standards including in-class exercises to receive certification (75% is the passing grade).

### **Who should attend?**

- Business Process Teams
- Business Planners
- Process Analysts and Managers,
- Process Professionals
- Financial Analysts
- Strategic Planners
- Quality Managers
- IT Specialists,
- Business Analysts and IT and Business Architects

### **Learning objectives**

- Use the steps of BPM to create and manage process artifacts
- Summarize requirements for a process
- Explain process enablers (such as skills, IT and policies and procedures) and why they are important to process performance
- Efficiently gather process material for process documentation
- Explain why measures are important to assessing return on investment for process improvement
- Apply analytics to tease out process improvement opportunities
- Demonstrate how to simplify, consolidate and integrate processes to improve productivity
- Understand the role and use of BPMN
- Describe why process context provides a measure of risk in process improvement

### **Training Methodology**

The course is based on a balanced combination of classroom teaching and syndicate exercises supported by case studies and exercises within the industrial environment. This course is designed in with leading industry knowledge and practical case studies discussion and analysis to provide an interactive learning environment.

### **About the Trainer**



#### **Frank Kowalkowski**

Frank Kowalkowski is President of Knowledge Consultants, Inc., a firm focusing on business performance, business/IT architecture and business analytical techniques. He has over 30 years of management and consulting experience in a wide variety of industries. He has been involved with many projects including business analysis, process management, business performance measurement, business and competitive intelligence and knowledge management.

In addition to being a keynote speaker at international conferences as well as a conference chair, he has written numerous papers and spoken at conferences on a variety of subjects. He conducts frequent seminars nationally and internationally on a variety of business management and information technology topics. He is the author of a 1996 book on Enterprise Analysis (Prentice – Hall, ISBN 0-13-282-3365) and numerous papers.

Frank is currently working on a new book titled ‘End to End Architecture (E2EA)’ and a new edition of the enterprise analysis book. His most recent publication is a featured chapter in the business architecture book titled ‘Business and Dynamic Change’ June, 2015 and a chapter on semantic process analytics in the book Passports to Success in BPM published in 2014, both are available on Amazon.

**Investment Fee**

Course Title	Number of Days	Standard Price
BPM: Process Improvement Techniques (Invert017)	3 Days	USD 3,000 Paypal: USD 3,090 AED 11,014

**DELEGATE DETAILS**

<b>1st Delegate Name</b>	<b>Mr</b>	<b>Mrs</b>	<b>Ms</b>	<b>Dr</b>	<b>Others</b>
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<b>Head of Department</b>	<hr/>				

<b>2nd Delegate Name</b>	<b>Mr</b>	<b>Mrs</b>	<b>Ms</b>	<b>Dr</b>	<b>Others</b>
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<b>Head of Department</b>	<hr/>				

<b>3rd Delegate Name</b>	<b>Mr</b>	<b>Mrs</b>	<b>Ms</b>	<b>Dr</b>	<b>Others</b>
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<b>Job Title</b>	<b>Department</b>				
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<b>Head of Department</b>	<hr/>				

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**Disclaimer, Terms & Conditions:**

- Location is subject to change
- Minimum number of participants has to be reached prior to confirmation of event
- Please note that trainers and topics were confirmed at time of publishing, however, CTS may necessitate substitution, alterations or cancellations. CTS reserves the right to change or cancel any part of its published programmed due to unforeseen circumstances.
- Registrations should be made 3-4 weeks prior to event date
- Full payment for the course should be made 2 weeks prior to event date
- Cancellation 3 weeks prior to event date or no shows are liable to pay the full course with no refund, however you may substitute delegates at any time
- Participants are required to attend at least 80% of the course program prior receipt of Certificate.
- Receipt of this email to participate and/or register in any of the learning activities organized by CTS should not in any way be taken as a promise for employment or contract of employment of any kind.
- Force Majeure: Should for any reason outside the control of CTS, the trainer changes his dates or event cancels due to the act of terrorism, extreme weather conditions, industrial action or epidemic, CTS shall reserve the rights to replace the trainer or reschedule the event but the client hereby indemnifies and holds CTS harmless from and against any and all costs, damages and expenses, which are incurred by the client.

**For Payments:**

Singapore Dollar Account Details

Beneficiary Name: Customized Training Solutions Pte. Ltd

Beneficiary Bank Account No: 003-940925-7

Bank Name: DBS

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