



Process Transformation: Discovering & Implementing Innovative Solutions BPM

What You Will Learn

- Evaluate the need for innovation vs. improvement
- Interpret data and graphics to make key decisions
- Think outside the “process box”
- Devise innovative process designs based on customer needs
- Evaluate and apply process redesign alternatives
- Develop results-oriented process solutions
- Assess the strategic impact of process capabilities
- Deliver more value to current and future customers

Seminar Outline

I. Innovation in Business

- Transformation examples
- Strategy/Process/Innovation Synergy
- Generating Solutions: Improvement vs. Innovation

II. Process Improvement Strategies

- Optimizing process flow
- Managing variation
- Making data-driven decisions

III. Process Innovation Techniques

- Creative thinking: When science is not enough
- Brainstorming- Guidelines
- Six Hats Thinking
- Five Max Method
- Assessing Solutions
- Mapping To-Be Processes

IV. Leveraging Process Excellence

- Identifying Unique Process Capabilities
- Kano Model
- Process Extension
- Market Extension
- Competitive Analysis
- Value Curves

V. Implementation

- CODE – Implementing Change
- Creating your roadmap
- Questions to answers at each phase

- Defining value from your stakeholder's perspective
- Implementation charter/Statement of Work
- Assessing "winners" and "losers" from change
- Facilitation tips

Who Should Attend

You will benefit most from this learning experience if you are a (an):

- System or Business Analyst
- Business Process Owner or Manager
- Functional or Project Manager
- Process Improvement Team Leader or Member
- IT Upgrade (ERP, CRM) Team Leader or Member
- Customer Experience professional
- Candidate for ABPMP certification
- Professional actively involved in your organization'

in partnership with:

