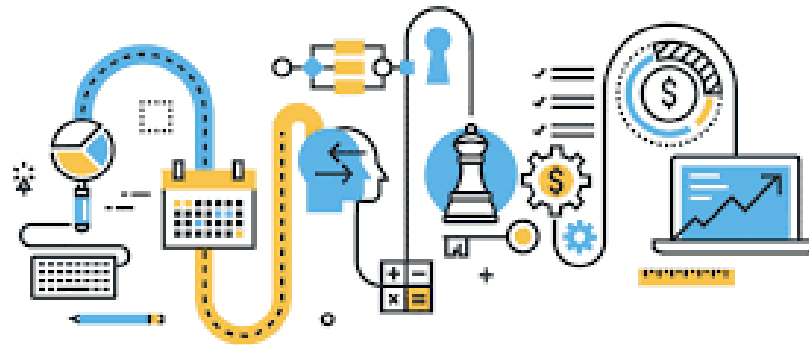


BUSINESS PROCESS MANAGEMENT FOR PRODUCTIVITY

(2- day) ONLINE WORKSHOP



THE BUSINESS PROCESS MANAGEMENT
Life Cycle
CLEVERISM.COM

OVERVIEW

This workshop integrates core concepts from Management Information System (MIS) with those of Operations Management (OM) and introduces a process-oriented view of the flows of materials, information, products and services through and across organizational functions. All organizations must carefully analyze and document their business processes and must continuously assess the efficiency and effectiveness of these processes to minimize cost and maximize value creation. The workshop helps participants to identify information-bearing events, assess and improve process efficiency, learn to model and analyze business processes, and understand the interactions between human behavior and process design. Hands-on, case-based assignments allow students to practice some of the principles addressed.

RECOMMENDED PARTICIPANTS

- Executive management
- Managers
- Professionals
- Technical and Administrative staff

WORKSHOP STRUCTURE

This 2-day online workshop is structured into four (4) modules:

Module 1: provides conceptualization of business activities as processes that need information.

Module 2: conducts business process analysis applying operations management concepts using established performance metrics.

Module 3: deals with business process modeling that systematically constructs visual process models by means of event and information flow models.

Module 4: uses basic operations concepts such as lean manufacturing and total quality management (TQM) to improve the efficiency and effectiveness of existing processes through simulation.

MODULE 1: Process and Information

- ✓ Defining Business Processes
- ✓ Component of Business Process
- ✓ Classification of Business Processes
- ✓ Business Process Example
- ✓ Process Quality Characteristics

MODULE 2: Business Process Analysis

- ✓ Business Process Analysis Lifecycle
- ✓ GQM (Goal Question Metric) exercise

MODULE 3: Business Process Modeling

- ✓ Introduction to BPMN (Business Process Modeling Notation)
- ✓ Business Process Modeling with BPMN

MODULE 4: Business Process Improvement

- ✓ Developing As-Is and To-be business Process
- ✓ Evaluation of the New Process

SOFTWARE USED

- Business Process Visual Architect 5.0 (free download)

FACILITATOR'S BACKGROUND

Dr. Gour Saha

Dr. Gour C. Saha was the Professor and founder Director of the Centre for Business Intelligence and Data Analytics at Arthur Lok Jack Global School of Business. He has about 30 years' experience in teaching and academic leadership in Trinidad & Tobago, India and Thailand. He received his PhD in Technology Management from the Asian Institute of Technology, Thailand. He holds an MBA from the University of Dhaka, Bangladesh, an MS in Computer Information Systems from Assumption University of Thailand and a Bachelor in Statistics from Academy of Statistics in Indonesia.

Dr. Saha's passion is teaching courses with numbers. He has taught a number of courses including Data Analytics, Operations Management, Business Research Methodology, Services Marketing, Quantitative Techniques and Multivariate Data Analysis at undergraduate, graduate and doctoral level. His research interests are business analytics, operations management, and educational leadership. He has conducted numerous workshops on Data Analytics and Multivariate Data Analysis (MDA) for corporate and academic participants. He received training on business analytics from SAS, USA.

WORKSHOP DETAILS

Dates: 26th & 28th May 2021

Time: 8:30am to 4:00pm

Cost: Members: \$1500 per participant
Non-members: \$1800 per participant

Note: *Cost inclusive of all training materials and certificates. All costs quoted are VAT exclusive*

Venue: Online - Zoom

Contact: Chrystal Joshua@ 679-7113 ext. 38 or
admin@learningcentre.energy.tt

Certification:

In order for a certificate to be issued, the participant must attend all sessions and complete all exercises conducted during the sessions.