

CAPTURE, DOCUMENT, ANALYSE, AND IMPROVE YOUR BUSINESS PROCESSE WITH BPM

T-BPM:03

T-Impact: Business Process Management / Analysis and Design using Agile Lean-Sigma

Course Description:

Many organisations deploying Business Process Management (BPM) and process automation typically focus only on using the BPM tools to build applications using rapid development techniques. This misses out many of the more powerful aspects of BPM such as process orchestration, encapsulation, business activity monitoring which deliver the radical transformation in process efficiency and customer satisfaction companies are seeking today.

Without a structured approach, and without tools and experience, the failure arises in missing the real process, roles, rules, and data dictionary that first go into great Business Process Definition, required by BPM automation tools such as IBM Websphere Lombardi Edition Teamworks. A successful approach to BPM starts with process optimisation, building a lean, customer focused, and measure-connected level 3 process, not a list of level 4 tasks loosely connected by 'workflow'.

If you are wondering how to get your BPM effort off to the best possible start then this course is for you!

Are you facing any of these challenges?

- You know BPM is important but are not sure how to get started
- You are concerned that up front process mapping and analysis will take extensive investment, and doubt that it will get you the results you need
- You have started mapping out processes but can't seem to progress past the documentation stage
- You need to coordinate several different business areas and you don't know how to get them to work together and focus on the right problem or process
- You can define process improvements, but are not sure you can get IT to understand and implement the business requirements
- You have IT developing your BPM models, but you are not convinced that the output is what the business really needs
- Your business improvement plan is constantly held up waiting for IT solutions to be implemented
- You have a Lean / Six Sigma team, but their projects take far too long to get to real solutions or they avoid anything to do with IT
- You change your business processes almost monthly, and the result is a constant stream of change notices and training updates for staff, with IT systems catch up promised sometime in the distant future

Using an Agile Lean-Sigma structured, collaborative approach produces buy-in and focused results

Process capture, mapping and modelling can take months and the analysis and re-design as long again, but it doesn't have to. This course explores the T-Impact proprietary *Agile Lean-Sigma* approach that gets faster and more effective results. You will learn how to set up the right environment and team to participate in the first stage of BPM process automation – *process optimisation*. This course is a learning workshop where you will practice new skills, such as mapping your 'as-is' process, analysing the process, redesigning an improved 'to-be' or target model process, and how BPM Lombardi Teamworks playback zero and playback one will help you. Our structured approach can help accelerate your BPM effort and significantly increase the returns from successful implementation.

By using Agile Lean-Sigma with BPM you will be able to create business processes that are dramatically faster, cheaper, and that produce very high quality products or services. Instead of automating a bad process, use the most appropriate tools and techniques to dramatically improve a process. Find process issues and uncover structural problems, poor controls, and people issues. Drive your business improvement towards a more customer focused, process enabled enterprise. Use BPM and software tools to document, measure, assess/monitor, and control processes. Set up a BPM governance framework to establish accountability for managing your cross-functional processes to satisfy process goals, KPIs, SLAs and customer CTQs process goals.

This course is targeted for individuals or teams engaged in capturing, analysing, redesigning and automating processes in their organisation. It provides a structured approach for process mapping, analysis, and improvement captured in IBM Lombardi Edition Blueworks and Teamworks software. Today the use of BPM software tools is essential for sharing, preserving, and reusing the maps and analyses you create, and for aligning business and IT.

Using workshop exercises this course provides hands on experience in organising and running *Agile Lean-Sigma* process improvement projects, in mapping the current state process, analysing it, and then designing and first-stage implementation and playback of a target model process. It shows business users, analysts, and architects how to work together to:

- Select the right members of your process improvement team
- Correctly capture and document your current state process
- Analyse the process to detect problems and suggest potential improvements
- Use a creative process as well as structured techniques for redesign to incorporate best practice principles into your 'to-be' process
- Enter proposed 'to-be' processes into BPM process execution tools and demonstrate the new process to both business and IT

Course Outline:

- Overview of BPM
 - Deployment strategy
 - Organisational change and assessment
 - Alignment of business focus with IT development
 - BPM and process governance
 - Building a target operating model
- Overview Six Sigma and Lean
 - History, basic concepts, tools
 - Improvement methodologies
 - Agile Lean-Sigma approach for BPM
 - Process simulation and statistical techniques
- Process maps and the level of detail
 - Business level 1 and 2 SIPOC
 - Functional-activity level 3 flow chart
 - Task and procedural level 4 and 5
- Capture process
 - Process improvement Teams and Roles
 - Selecting the right process at the right level to work on
 - Setting improvement targets and vision
 - Building maps using Lombardi Blueworks
 - The Happy Path and exception paths
- Analyse process
 - Customer experience and what makes "added value"
 - Gathering cycle time, process time, and wait time
 - Identifying value-adding activities
 - Evaluating the current process – employee issues, time, flow, errors, rework, cost
- Redesigning the process
 - Lean design
 - Using automation and information technology
 - Design for Six Sigma – operating metrics
 - Axiomatic design and other design tools such as TRIZ
- Building the redesigned model
 - Playback zero
 - Playback one
 - Planning for playback two and three

Course Objectives:

- Document current state ('As Is') processes in Lombardi Blueworks
- Facilitate collaboration in process improvement efforts
- Analyse processes to identify problems and design improvements
- Turn staff and customer frustration into ideas for improving processes, workflow, and systems

- Quickly gather metrics on cost, quality, and time
- Describe, quantify and select potential improvement gains
- Familiarise attendees with Lean Sigma design principles
- Describe proposed 'To-Be' processes to both business and IT for automated implementation
- Be able to create a dramatically improved process with measureable benefits
- Create a process management system

Instructor biography:

Geoff Tennant is Lead BPM Analyst and Lean Sigma Master Black Belt for T-Impact. He has over 15 years experience driving successful process improvement via Lean, Six Sigma, and Design for Six Sigma re-engineering. He is a twice-certified MBB with an extensive background in successful project delivery across many industries. Geoff is an experienced trainer and has delivered many Lean Sigma courses covering awareness, Green Belt, Black Belt, Master Black Belt, Executive and Champion levels.

Target audience – who should attend:

- BPM teams and other process improvement teams
- Lean / Six Sigma Black Belts, champions, and programme leaders
- Business analysts, requirements analysts, process analysts
- Business Architects, BPM centre of excellence members
- Directors and managers on business side, operational managers

Unique value of this course:

- Understand the true nature and value of BPM
- Use a structured roadmap for BPM and identify the choice points for your process
- Create process models that the business can understand in a common and useable format
- Translate traditional paper-based mapping and analysis techniques to software tools
- Engage business and IT together at all stages of process improvement and design
- Improve business processes and align business requirements with IT specifications
- Address the weaknesses in current Lean / Six Sigma improvement programmes
- Create significant improvement to your business and accelerate returns on Six Sigma
- Build simple executable processes in Lombardi Teamworks BPM tool