Managing Business Process Improvement Projects

Course Description

This workshop focuses on the challenges and specific approaches project managers must employ to effectively implement a business process improvement (BPI).

BPI is founded in the concepts of continuous process improvement and relies on a methodology to plan, analyze, design, develop, and transition to a new process. BPI can be performed within all levels of the organization. It requires technical knowledge, strong negotiation skills, effective communication techniques, and the ability to realize change to make a successful transition to new processes. Participants will explore concepts, tools, and methods that are specifically used in managing BPI projects.

Who Should Attend?

This workshop is intended for project managers, business analysts, functional managers, business systems analysts, project participants, project sponsors and others who manage BPI projects or may be affected by BPI projects. Participants must have an understanding of the fundamentals of project management through a course such as *Effective Project Management*, or have broad project management experience to fully benefit from the course content.

Course Materials

The workshop includes a detailed Participant Guide that has references to *A Guide to the Project Management Body of Knowledge (PMBOK® Guide)*, the international ANSI standard of the Project Management Institute (PMI®). The Participant Guide illustrates tools and techniques. Participants are advised to bring their own copy of the *PMBOK® Guide* to the session for additional reference.

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Workshop Objectives

In this course participants will learn to:

◆ Describe the four *PMBOK® Guide* processes needed to manage procurement of external goods and services for projects.

◆ Create a project vision.

◆ Document the AS-IS business process.

◆ Design a TO-BE business process.

◆ Analyze processes to determine which ones are valued-added and non-valued added.

◆ Identify strategies to improve communication and leadership skills on their own BPI projects.

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