

Business Process Re-Engineering

26 - 30 November 2012, Port Louis, Mauritius



Process Ownership Change Management Improvement Cycle Risk Analysis Process Evaluation

This five day course will provide attendees with an understanding of the strategic implications of process re-engineering and equip them with the basic tools to execute their own process mapping and re-engineering exercise. This course is aimed at employees involved in quality management and process improvement, as well as those responsible for business process and programme management. The course will cover:

- Key Concepts to Effecting Successful BPR
- Introduction to business process re-engineering
- The strategic base for process re-engineering
- Frameworks used in the re-engineering process
- How to prepare for your re-engineering project
- How to get buy-in for your re-engineering project
- Effective BPR implementation



COMMONWEALTH
TELECOMMUNICATIONS
ORGANISATION





7347

Business Process Re-engineering

26 November 2012 - 30 November 2012, Port Louis, Mauritius

5 Day(s)

Overview

This course will combine a series tutor-led sessions, case studies and group project presentations to explain the strategic and operational considerations in BPR programmes, including:

- Introduction to business process re-engineering
- The strategic base for process re-engineering
- Frameworks in the re-engineering process
- Preparing for your re-engineering project
- Getting buy-in for your re-engineering project
- BPR implementation.

Objectives

- Instill in the attendees an understanding of the strategic implications of process re-engineering;
- Equip the attendees with basic tools of understanding for executing their own process mapping and re-engineering exercise.

Target Audience

Employees involved in quality management and process improvement, as well as those responsible for business process and programme management.

Expected Outcomes

On completion, participants will be able to:

- manage and improve quality output;
- design BPR programmes;
- develop re-engineered models for business processes.

Outline

1. Interactive Instructional Session - Key Concepts to Effecting Successful BPR

The strategic base for process reengineering

- Why are Mission and Vision Statements critical to the reengineering process
- Strategy and Operations- How do they are linked
- Process Governance and Management
 - Key Areas of Process Governance and Management
 - Process dimensions
 - Process Performance Indicators
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2. Interactive Instructional Session – Understanding and Creating the Continual Improvement Cycle

Where are Frameworks in the Reengineering Process?

- The Process Cycle
- Process Assessment
 - Risk Analysis
 - Establishing lean parameters
 - Process Evaluation
- Preparing for your Reengineering Project
 - Purpose and Design
 - Reengineering Strategy
 - Change Management
 - Capabilities Alignment
- Getting Buy-in for your reengineering project

3. Interactive Instructional Session –Key Factors to Successful BPR

Keys to Successful BPR

- Governance and Management
- Roles and Responsibilities
- Enabling Process Ownership
- The Process Improvement Cycle
- Process definition
- Now that the planning is done what next?
 - Selecting your first process (Identifying initiatives that will improve performance)
 - Managing expectations
 - Building the business strategy and deriving project objectives
 - Defining behaviours that will enable the organization to achieve its aims
 - Producing key performance measures to track progress
 - Relating efficiency improvements to the culture of the organization

4. Practical Workshop Session – Creating a BPR Project and Meeting Challenges

- Process implementation
 - Process selection
 - Process definition
 - Establishing stakeholders
 - Communication
 - Establishing enablers
 - Setting up the process management cycle
- Treating with triggers and challenges to process improvement

5. Practical Workshop Session – Reviewing and Assessing Processes and Projects

- Key communication techniques for successful process governance and management
- Process review and assessment
- The week in review
 - Assessment
 - Q & A
 - Close out and Wrap-up

CTO Member Countries

Bangladesh (Bangladesh Telecommunication Regulatory Commission), Barbados (LIME), Botswana (Ministry of Transport and Communications), Cameroon (Telecommunications Regulatory Board), Cyprus (Ministry of Communications and Works), Fiji (Ministry for Justice, Electoral Reform, Public Enterprises and Anti-Corruption), The Gambia (Public Utilities Regulatory Authority), Ghana (Ministry of Communications), Guyana (Ministry of Public Works and Communications), India (Ministry of Communications and Information Technology), Jamaica (Office of Utilities Regulation), Kenya (Communications Commission of Kenya), Lesotho (Lesotho Communications Authority), Malawi (Malawi Communications Regulatory Authority), Malaysia (Malaysian Communications and Multimedia Commission), Malta (Ministry for Competitiveness and Communications), Mauritius (Ministry of Information Technology and Telecommunications), Mozambique (Instituto Nacional das Comunicações de Moçambique), Nigeria (Ministry of Information and Communications), Pakistan (Pakistan Telecommunication Authority), Papua New Guinea (National Information and Communication Technology Authority), Seychelles (Ministry of Information Technology and Communication), Sierra Leone (National Telecommunications Commission), Solomon Islands (Department of Transport, Works and Communications), South Africa (Department of Communications), Sri Lanka (Telecommunications Regulatory Commission), Swaziland (Swaziland Posts and Telecommunications Corporation), Tanzania (Tanzania Communications Regulatory Authority), Trinidad Tobago (Ministry of Public Administration), Uganda (Uganda Communications Commission), United Kingdom (Ofcom), Vanuatu (Telecom Vanuatu Ltd.), Zambia (Zambia Information and Communications Technology Authority).

Important: Member rates apply to nominated CTO Full Member Country delegates, as well as delegates from CTO ICT Sector Members as listed below.

With the exception of delegates from organisations listed under 'PDT Partners and CTO ICT Sector Members' below, delegates from Associated National Member Countries (Antigua Barbuda, Dominica, Grenada, Maldives, St. Christopher Nevis, St. Lucia, St. Vincent and the Grenadines, Tonga) and Associated Territories (Anguilla, Ascension, Bermuda, Cayman Islands, Falkland Islands, Gibraltar, Montserrat, St. Helena, Tortola, Turks Caicos Islands) do not benefit from CTO Member Country rates.

PDT Partners and CTO ICT Sector Members

Bangladesh (Bangladesh Telecommunication Regulatory Commission), Bermuda (Department of Telecommunications), Botswana (Botswana Telecommunications Corporation), Cameroon (Telecommunications Regulatory Board), Canada (Alliances Consulting Group Inc, ESI), Fiji Islands (Fintel), Finland (Microtask, Nokia, NSN), The Gambia (Gambia Telecommunications Company, Public Utilities Regulatory Authority), Ghana (Kasapa, Ministry of Communications, Vodafone), Gibraltar (Gibraltar Regulatory Authority), India (BSNL, Eagle Photonics), Jamaica (Office of Utilities Regulation), Kenya (Communications Commission of Kenya, Safaricom), Malawi (Malawi Telecommunications Ltd.), Malaysia (Telekom Malaysia Berhad*), Malta (Exigy), Mauritius (Mauritius Telecom, Information and Communication Technologies Authority), Mozambique (Telecomunicações de Moçambique), Nigeria (Ministry of Information and Communications, Nigerian Communications Commission, Airtel*), Papua New Guinea (Telikom PNG), Seychelles (Cable Wireless Seychelles), Sierra Leone (National Telecommunications Commission, Sierra Leone Telecommunications Company), Solomon Islands (Solomon Telekom), South Africa (Independent Communications Authority of South Africa, Pygma Consulting, Sentech, Telkom South Africa, Universal Service and Access Agency of South Africa), Southern Sudan (Government of Southern Sudan), St Vincent Grenadines (National Telecommunications Regulatory Commission), Swaziland (Swaziland Posts and Telecommunications Corporation), Sweden (Ericsson), Tonga (Tonga Communications Corporation), Trinidad Tobago (Development Consulting Centre, Telecommunications Services of Trinidad and Tobago), United Kingdom (GSMA, SGS International), Vanuatu (Telecom Vanuatu Ltd.), Zambia (Zambia Telecommunications Company*).

* Restrictions may apply, please contact us at programmes@cto.int.