



KVALIKON

VEZETÉSI TANÁCSADÓ ÉS
RENDSZERFEJLESZTŐ KFT.

1125 BUDAPEST, ISTENHEGYI ÚT 63/B.



PROCESS MANAGEMENT TRAINING

6 DAYS TRAINING

Goal of the training:

Overview the steps and methods of process improvement, understanding the basic process analysis and process improvement techniques to exercising through specific tasks and case studies.

The process management training program consists of 3 moduls: Process Management basics (Business Process Management), Process performance measurement and process control (Business Process Control) and Process improvement (Business Process Improvement). The trainings built upon each other, the basic level is BPM, BPC is the second level and the third level is the BPI.

Recommended for:

Date of the training:

Application date:

Place of the training:

1. day

Business Process Management training (BPM)

Process management fundamentals

- Process
- Process elements
- Process characteristics
- Cross-functional approach
- Internal customer definition

Process classification (Porter model, APQC process classification framework)

Connection of Process management and Business management

Process goals, process interfaces, process design

Implementation of process management

- Identification of critical success factors
- Identification of Core processes
- Organizational infrastructure, the role of the process owners
- Process control (BPC – process controlling)
- Process improvement (BPI - Business Process Improvement)

2. day

Process management elements

- Process documentation
- Process performance measurement
- Process control
- Process improvement

Documentation of the processes

- Process modelling
- Process mapping
- Interview techniques
- Creating flow chart
- Process interfaces
- SIPOC model

Process management implementation into corporate practice (case studies)

- TQM
- BPR
- Benchmarking
- 6 Sigma

Integration of business process management and corporate operations

EFQM Business Excellence Model

3. day

Business Process Control, Process Performance Measurement (BPC)

Performance measurement goal and role

Process measurement

- Process model – Control points
- Data collection, measurement
- Process measurement system implementation

Measurement and statistical basics

Defining performance indicators

- Performance measures, indicators
- Key Performance Measures (KPIs)
- Defining performance indicators



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- Result indicators, performance drivers
- Quality costs
- Activity based costing (ABC)

4. day

Performance Measurement System

- Performance Measurement System implementation
- The integration of performance measurement system into corporate strategy (Balanced Scorecard)
- Deployment of the process performance indicators
- Data collection in connection with processes
- Measurement of the process performance and processes themselves
- Utilization of process performance indicators

Process control

- Determination process goals
- PDCA cycle operation
- Identification of corrective actions
- Process control system
- Process controlling
- Risk management

Quality Control

- ISO 9001: 2000
- ISO 9001: 2000 requirements
- Other quality assurance systems
- Preparation of procedures and work instructions
- Responsibility system, accountability

5. day

Business Process Improvement training (BPI)

Process Analysis

- Data collection in connection with processes
- Aspects of Process Analysis
- Structural analysis of the process
- Analysis of the process performance
- Regulation and management aspects

Examination of the basic features of the process

- Controls, standard deviation, performance, cycle times, costs

Process Analysis methods

- Process capability analysis
- 5W 1H

- Value-added analysis, loss analysis
- lead time, cycle time analysis
- quality costs, process costs
- FMEA
- Risk analysis

Benchmarking

- Performance benchmarking
- Process benchmarking
- Benchmarking steps
- Identification of the Best Practice

Process improvement goals and possibilities

Process improvement methodology

- 7 steps of Process improvement
- BPI methodology – 5 phases of process improvement

6. day

KAIZEN – continuous improvement

- 3 steps of Kaizen
- Process examination the viewpoint of value creation
- 7 quality tools, 7 MUDA

„6 Sigma” method

- „6 Sigma” strategies
- DMAIC improving cycle
- 6 Sigma project

Business Process Reengineering

- BPR characteristics, process
- BPR projects (participants, project management, critical success factors)

Change management

Process improvement projects

- Process improvement workshops
- Critical success factors of process improvement workshops
- Project management of process improvement

Process improvement case study, solving a process improvement exercise in small groups

Exam