Project & Contract Management

Transforming Operations: Mastering Business Process Re-engineering for Managers

Course Introduction

In the fast-paced engineering and operations sectors, companies must constantly adapt to changes, optimize processes, and improve efficiency to remain competitive. Business Process Re-engineering (BPR) is a critical strategy to drive innovation and improve organizational performance.

This 5-day training program is designed to equip managers with the advanced tools, techniques, and knowledge to implement Business Process Re-engineering effectively.

Focusing on Business Excellence Strategy, Data Analytics & Research, Business Process Management (BPM), and Continuous Improvement, this program blends theoretical frameworks with practical applications. Through interactive exercises, case studies, and workshops, participants will learn how to analyze current processes, redesign them for better efficiency, and implement ongoing improvements.

Target Audience

1. Operations Managers
2. Business Process Managers
3. Engineering Managers
4. Project Managers
5. Program Managers
6. Process Improvement Managers
7. Quality Assurance Managers
8. Continuous Improvement Managers
9. Production Managers
10. Change Managers

Learning Objectives

- Develop and align business process re-engineering strategies with organizational goals.
- Foster a culture of business excellence in engineering and operations teams.
- Integrate quality frameworks such as Six Sigma, Lean, and Total Quality Management (TQM) into BPR initiatives.
- Utilize data analytics and research to analyze current business processes.
- Apply data-driven decision-making for process improvement and optimization.
- Understand key performance metrics and use them to track business process outcomes.
- Use business process mapping techniques to identify bottlenecks and inefficiencies.
- Apply best practices for improving existing processes through BPM frameworks.
- Understand process modeling, documentation, and reengineering methodologies.
- Apply continuous improvement strategies like Kaizen to optimize workflows.
- Implement strategies for continuous process monitoring and adjustment.
- Utilize performance feedback loops and performance indicators to drive lasting improvements.
- Manage change effectively during business process re-engineering projects.
- Facilitate cross-functional collaboration and communication during process redesigns.
- Implement a structured approach to BPR with an emphasis on alignment, execution, and sustainability.

Course Outline

- **Day 01**

Introduction to Business Process Re-engineering (BPR)

- Defining Business Process Re-engineering and its importance in the engineering and operations sector
- Key principles of BPR: Innovation, Efficiency, and Customer-Centricity
- Role of managers in driving BPR initiatives
- Understanding the BPR lifecycle

- ◦ **Group discussion:** Identifying the need for BPR in participants' organizations

Business Excellence Strategy

- ◦ Introduction to Business Excellence Models
- ◦ Aligning BPR with organizational goals and strategy
- ◦ The role of leadership in fostering a culture of excellence
- ◦ Measuring and sustaining business excellence
- ◦ **Group exercise:** Aligning BPR goals with strategic business objectives

- **Day 02**

Data Analytics & Research for Business Process Improvement

- ◦ Introduction to data analytics in business process improvement
- ◦ Key performance indicators (KPIs) and performance measurement
- ◦ Using data to identify inefficiencies and areas for optimization
- ◦ Conducting process audits using data-driven methods
- ◦ **Group exercise:** Defining and analyzing KPIs for a specific business process

Introduction to Business Process Management (BPM)

- ◦ Overview of Business Process Management (BPM)
- ◦ Process modeling and mapping: Tools and techniques
- ◦ Best practices for managing and improving business processes
- ◦ **Workshop:** Mapping a current business process using BPM tools

- **Day 03**

Process Re-engineering Techniques & Methodologies

- ◦ Key techniques in Business Process Re-engineering
- ◦ Redesigning processes to achieve greater efficiency and value

- ◦ Case study examples of successful BPR in engineering and operations
- ◦ Best practices for successful BPR implementation
- ◦ **Hands-on activity:** Conducting a value stream mapping for an engineering process

Process Improvement through Lean and Six Sigma

- ◦ Introduction to Lean methodology: Principles and tools
- ◦ Understanding Six Sigma for process improvement
- ◦ Applying Lean and Six Sigma techniques to engineering and operations processes
- ◦ Identifying waste and inefficiencies in business processes
- ◦ **Workshop:** Using Six Sigma to reduce defects and improve process quality

- **Day 04**

Continuous Improvement Strategies (Kaizen, PDCA)

- ◦ The Kaizen philosophy and its application in business process improvement
- ◦ Understanding the PDCA (Plan-Do-Check-Act) cycle
- ◦ Developing a continuous improvement culture in the organization
- ◦ Integrating continuous improvement into day-to-day operations
- ◦ **Practical application:** Applying the PDCA cycle to an existing process

Change Management in Business Process Re-engineering

- ◦ The role of change management in BPR initiatives
- ◦ Overcoming resistance to change in engineering and operations teams
- ◦ Engaging stakeholders and ensuring buy-in during process redesign
- ◦ Leading through transformation: Strategies for effective change leadership
- ◦ **Role-playing exercise:** Leading a change management initiative in an engineering team

- **Day 05**

Performance Monitoring & Control for Process Optimization

- ◦ Techniques for monitoring process performance after BPR implementation
- ◦ Using performance dashboards and metrics to track progress
- ◦ Continuous data collection and analysis for sustained improvements
- ◦ Course-correcting when processes deviate from expected outcomes
- ◦ **Hands-on session:** Creating a process performance dashboard

Integrating Business Process Re-engineering into Organizational Strategy

- ◦ Long-term sustainability of BPR initiatives in engineering and operations
- ◦ Aligning re-engineered processes with organizational goals and strategies
- ◦ Creating a roadmap for scaling BPR initiatives across the organization
- ◦ Evaluating the success of BPR and making necessary adjustments
- ◦ **Group exercise:** Developing a BPR roadmap for an organization
- ◦ **Final presentation:** Action plan for applying BPR to participants' own engineering and operations team

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
April 28, 2025	May 2, 2025	5 days	4250.00 $	UAE - Dubai
June 29, 2025	July 3, 2025	5 days	2150.00 $	Virtual - Online
Sept. 28, 2025	Oct. 2, 2025	5 days	4250.00 $	KSA - Riyadh
Nov. 3, 2025	Nov. 7, 2025	5 days	5950.00 $	switzerland - Geneva