

BUSINESS PROCESS MANAGEMENT SYSTEM (BPMS)

What BPMS can do for your Organisation ?

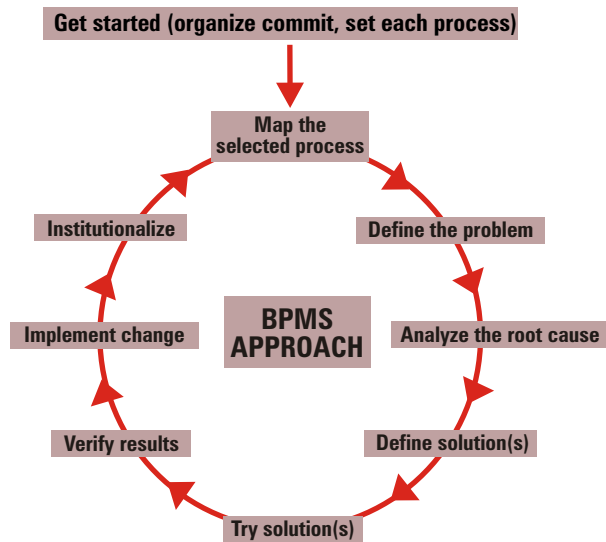
- **Build clear focus on need of Customer**
- **Create simple possible structures & procedures**
- **Continually scrutinize all your processes**
- **Eliminate NVAs & waste from your processes**
- **Achieve top quality international performance in all functions**

UNIQUENESS OF THIS COURSE

BPMS is a process reengineering methodology considering the value chain of the Organization, starting from Customer requirement identification up till the product/ service is delivered. It enables Companies to model, deploy and manage Mission- critical business processes, which span multiple enterprise application, and corporate departments. BPMS is a systematic way of studying the business processes with an intention to improve the operational efficiency through:

- eliminating non value added (NVA) activities, thereby simplifying the processes
- optimizing the resources
- eliminating unnecessary paper work
- Improving process interfaces among departments
- improving quality of information between departments
- reducing the cycle time (turn around time- TAT of processes)
- eliminating fire fighting within the organization
- improving the efficiency of the operations, thereby benefiting revenue

BPMS is usually used for making processes repeatable and reliable. All the business processes are mapped and critically examined for their effectiveness to achieve the business goals. BPMS combines the benefits of Business Process Reengineering techniques and Lean Six Sigma Principles. SSA employs process simulation and activity based costing using iGrafx software for BPMS projects.



WHY BPMS?

1. BPMS helps the organization to meet the increased demands of the customer through:
 - Faster response in introducing new products
 - Faster resolution of customer complaints
 - Improved Quality of services
 - Reduced cost & hence improve competitiveness
2. It helps the organization to understand and apply Organizational Design principles, Systems principles; and relate Organizational Culture to Employee Attitude.
3. It helps to stream line the business processes before launching advanced quality concepts as Six Sigma.
4. It helps to improve collection, i.e., cash flow for the organization.

BPMS METHODOLOGY APPROACH

The application of the BPMS Methodology involves classroom training as well as interactive workout sessions for data collection, analysis and improvement.

Total Duration

2 months to 4 months depending upon the scope of the project.

12 STEP APPROACH METHODOLOGY

1. Data collection on SIPOC
2. Collect Voice of Customers / Employee / Process / Business
3. Conversion of Voice to Needs to Requirements
4. Define BPMS goals
5. Define CTQs / CTPs
6. Map "As Is" process
7. VA/NVA/VE analysis of process / Risk versus Control Assessment
8. Process Management System Design through Process Simulation
9. Data Collection Plan for CTQs / CTPs
10. Implementation and monitoring of process performance
11. Design Process Dashboard
12. Identify Improvement Opportunities

Following topics are covered as a means of Knowledge Transfer:

1. Management Overview of BPMS

- TQM overview
- Management by Objectives
- Michel Porter's Business Process Model
- Glimpses of BPR & its benefits
- BPMS approach methodology
- Consultancy process

2. Core Team Training on BPMS

- Overview of BPMS
- TQM concepts
- Concepts of NVA (Non Value added Activities)
- DPA (Departmental Purpose Analysis)
- BPR Tools & Techniques
 - Input/output analysis- I/O Analysis
 - System schematics
 - Process mapping
 - NVA computations
 - Natural grouping
- Process re-design
- Effective & Efficiency measurements
- Measures of performance- MOPs
- Design of MIS
- Trainings on iGrafx Software

Note : SSS recommends conducting process mapping and process simulation required for BPMS, using iGrafx software - a product of Corel Corporation, USA

DELIVERABLES FROM CONSULTANCY PROCESS

The BPMS Methodology will enable the following deliverables:

1. Improved Processes
2. BPMS Manual in electronic / flow chart format accessible from the internet
3. Awareness for adopting simplified and effective process
4. Build the competency of the organization to re-engineer their processes
5. Launch pad for a successful six sigma initiative

BENEFITS OF BPMS

- 1) Achieve top quality international performance in all functions
- 2) Build clear focus on need of Customer
- 3) Build clear view of improvements required and cascade implications to every unit within the organization
- 4) Create simple possible structures & procedures
- 5) Continually scrutinize all processes for eliminating NVAs & waste
- 6) Incorporate balanced & integrated mix of operations & development functions ensuring good attention to short & long term issues
- 7) Use multidisciplinary team approach for Problem solving to meet business priorities
- 8) Build good communication procedures & visibility

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The Training is intended for

- Organizations already certified / or looking for ISO 9000.
- Organizations looking forward to start Six Sigma initiatives.
- Organizations looking for "drivers" for bringing substantial improvements in Product and Service Quality to achieve customer satisfaction.
- Organizations in RED looking for last resort for saving the company through cost reduction.
- Manufacturing, Service, IT and ITES Industries.

For further details please contact:

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Business Excellence Enablers



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