

Business Process Redesign

2-day workshop



Streamlining work processes to increase productivity and raise awareness of value-add work

Objective

To enable participants to appreciate improvement opportunities associated with the concepts of business process redesign. Provide them tools to understand how Individual responsibilities impact the organisation's performance

Benefits of attending

- By raising their awareness of value adding versus non-value adding activities, participants are better able to manage their businesses resources and focus on delivering value to their internal and external stakeholders.
- A non-technical person will be able to better grasp technical topics through our delivery technique which simplifies topics and reinforces theory and topic-related exercises.
- Participants will also go through an interactive team game to experience how Business Process Re-engineering ("BPR") techniques can improve customer satisfaction, increase quality and responsiveness while increasing productivity.
- The Game is a favourite amongst workshop participants when we conduct in-house workshops for our clients.

Who should attend?

Directors, Senior Managers, Managers, including direct personnel whose work processes would be re-designed. Prior knowledge of Process Mapping or Lean BPR is not required

Tax deduction

Companies can claim 400% tax deductions or 60% cash payout of total registration fees under the Productivity and Innovation Credit (PIC) Scheme.

Terms and Conditions apply.

For more information, please visit the IRAS website at www.iras.gov.sg/irashome/picredit

Contact us

PwC's Academy
Email: academy.sg@sg.pwc.com

Workshop objectives

Participants will improve their ability to identify improvement opportunities through process management and customer satisfaction. They will learn a systematic approach to identify process constraints, analyse and redesign the process for better streamlining and efficiency, and recommend potential measures to improve work processes so as to reduce wastage or non-value activities.

Through the workshop, participants will:

- Understand the meaning of BPR and be able to put it in context
- Gain an understanding of process mapping, how to construct and interpret a process map and why do we use it
- Have a consistent approach and terminology to process mapping
- Understand how Roles and Responsibilities link to a business process
- Gain an understanding of activities in terms of Value Adding, Enabling, Non Value Adding including the identification of wastes and the practice behind the 5S concept
- Have a personal action framework (Learning log) to improve learning and use of the above concepts after the workshop that will have a positive impact to the organisation.

What past participants say

"Mapping out work process helps to see the bigger picture"

"Trainers are knowledgeable, engaging and helpful"

"The BPI Game is fun, engaging, and a useful example of real situation"

"Tim wood concepts about wastes and how to reduce wastes are very valuable."

Workshop agenda

Day 1

- Process Definition
- Process Mapping – Basic concepts, As-Is process maps, using Swimlane mapping
- Process Responsibilities - RACI
- Process Improvement – Basic Concepts

Day 2

- Introduction to BPI
- Eliminating Waste, The Seven Wastes, Video Exercise
- Flow Balancing / Demand Pull
- Visual Management – Performance Measures, Multi Functional Worker – Customer Integration
- 5S concept
- BPI –The Game

About your Workshop Leader



Bilal Abdallah
Associate Director
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bilal.abdallah@sg.pwc.com

The workshop will be facilitated by Bilal Abdallah with, with applicable subject matter expertise support at appropriate points provided by members of your organisation. Bilal is an Associate Director at PricewaterhouseCoopers Consulting (Singapore) Pte Ltd). He has 15-years industry and consulting experience working in the US, EMEA, and Asia. He specialises in supply chain network transformation, business processes improvement and business processes outsourcing.

Registration fee

PwC Clients & Alumni: S\$980 (Excludes 7% GST)
Public: S\$1,080 (Excludes 7% GST)

How to register

Register your interest by contacting us via email at academy.sg@sg.pwc.com, visit our website at www.pwc.com.sg/academy or call Ms Siti or Maimunah at (65) 6236 3957/3.

A complete calendar of training courses can also be found on our website
<http://www.pwc.com.sg/en/people-and-change/peoplechange-public-seminars.jhtml>

Registration Form

Business Process Redesign (2-day workshop)

Fees: PwC clients/alumni - S\$980 • Public - S\$1,080

Please register the following person/s for the workshop :

1. Name: Mr/Ms/Mdm Designation:
Email: Contact No:
2. Name: Mr/Ms/Mdm Designation:
Email: Contact No:

Contact Person

Name: Mr/Ms/Mdm Designation:
Company: Address:

Email: Contact No.: Fax:
Enclosed is cheque for S\$..... (Cheque no.) made payable to "PricewaterhouseCoopers LLP"

Registration and Payment

Registrations can be done by telefax at (65) 6236 3300 but will only be confirmed upon receipt of payment and registration form.

Please mail the registration form and payment to **PricewaterhouseCoopers LLP at 8 Cross Street #17-00 PWC**

Building Singapore 048424 (Attn: M&C Dept).

For registration and reservation enquiries, please call Ms Siti or Maimunah at (65) 6236 3957/3 or email us at

pwcevent.sg@sg.pwc.com

In-Company Training

This workshop can be presented on-site at your organisation as an in-house programme.

Please call Tony Moore at (65) 6236 3155 for more information or email at anthony.moore@sg.pwc.com.

Note:

- Fees includes 7% GST, refreshment, lunch and seminar kit
- Cancellation Policy: If you are unable to attend, a replacement is welcome. For cancellation received in writing at least seven (7) days before the seminar, a full refund will be made. No refund (or full rate will be charged) if a cancellation occurs less than 7 days before the seminar date. Notice of cancellation must be made in writing to us.
- Certificate of Attendance will be awarded on successful completion of the workshop.
- The organiser reserves the right to change the venue, date and programme due to circumstances outside our control.

Tax deduction

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