Course Outline

Bizkit Way™ Business Process Design

Overview

The *Bizkit Way*™ *Business Improvement* methodology offers a practical, facilitated approach to business process design that is solidly grounded and makes things happen. One of the strengths of the methodology is that the people who use the process are engaged in developing the "to be" process maps. By involving these people, their expertise is leveraged and their ownership of the end result is achieved. The training provides a structured methodology and a simple documentation standard resulting in documentation that can be easily understood by other staff.

Simply drawing process flow charts is inadequate. The process map is described in terms of its inputs, controls, outputs and mechanisms (ICOM) using an ICOM chart. This assists with detailed specifications and is particularly relevant for describing new or improved business processes.

Supporting tools are used to enhance the workshop and reduce the time necessary to learn and apply the methodology. They include the [Zing group decision support system](www.tethys.com.au) and *Bizkit Way*™ *Sticky Walls*. The Zing group decision support system is used for analysis and idea generation while the *Bizkit Way*™ *Sticky Walls* facilitate the easy development of process maps, without the need to redraw the design as it is refined.

Learning Objectives

At the conclusion of this training course, participants will be able to:

- Analyse an existing business process and determine improvement opportunities

- Develop a "to be" business process

- Draw (map) a flow chart of the "to be" business process

- Determine the ICOM (Inputs, Controls, Outputs, Mechanisms) of the process

- Document the "'to be" business process using an ICOM chart

- Determine the metrics of the "to be" business process.

Bizkit Way™ Business Process Design, Continued

Prerequisites	None.

Who Should Attend	Those who should attend this training are people responsible for business improvement initiatives.

Topics

Topics covered in the course are:

- Introduction to Business Process Improvement theory
- Business Process Modelling
- Case Study – Analysis of a current process
- Business Process Redesign principles
- Introduction to the ICOM chart
- Establishing the metrics of a business process
- Case Study – Design of a future process
- Documentation using an ICOM chart
- Decomposing a high level process
- Case Study - Design of a future process.

Inclusions

The following inclusions are provided with each class held:

- Comprehensive business improvement manual for each attendee
- One *Bizkit Way™ BPI Sticky Walls* kit
- PowerPoint template for use in documenting processes.

Duration

The course runs for two days.

More Information or to Organise a Course

Contact Bronwyn Evans at Tethys Consulting:

- bronwyn.evans@tethys.com.au
- +61 412 997 660