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Business Process  
Improvement  
– **the BizKit Way**

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**BizKit Business Process  
Improvement Training  
Courses**

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# BPI Training Courses

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## **BPI Management Awareness Workshop**

The BizKit Business Process Improvement (BPI) Management Awareness Workshop is a one-day program designed to give an organisation's managers an overview of how to improve their business processes. They can then initiate a BPI Project, using internal resources or consultants with the full confidence of knowing what they need to do and look for.

The format is interactive and hands-on where the presenter provides essential concepts and techniques, followed by guidance through a practical application. This format enables busy managers to learn efficiently.

Comprehensive notes are provided in a workbook used during the practical work, which becomes reference material afterwards.

A minimum of six participants from one organisation is required to run the workshop effectively and a maximum of sixteen. There are no pre-requisites.

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### **Benefits**

Managers will improve:

- Productivity by better management of change
- Profitability by improving processes
- Employee satisfaction by ensuring work flows well

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### **Participants**

Suitable for people from small to large businesses:

- Business team managers
- Quality managers
- Information Systems managers
- Change champions and sponsors

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### **Outcomes**

After this workshop, you should:

- Have identified your organisation's need to change and its capacity to change
- Have selected processes with the key problems and set improvement targets to manage a successful BPI project

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## **BPI Two-day Training Workshop**

The BizKit Business Process Improvement (BPI) training workshop is a two-day program designed to give participants the skills, knowledge and confidence to work in a process improvement project.

The format is interactive and hands-on where the trainer provides essential concepts and techniques as presentations, followed by guidance through a practical application of what has been presented. This format enables adults to learn quickly and efficiently. The concepts and skills learnt can be applied immediately at work because they are related to everyday work problems.

Comprehensive notes are provided in a workbook used during the practical laboratory, which can also be used after the workshop as reference material during the lifetime of a BPI Project.

Included in the workshop is a Belbin team roles analysis report, which helps participants understand the teamwork requirements of a BPI project. Questionnaires must be completed and sent to the trainer prior to the workshop.

A minimum of six participants is required to run a workshop like this effectively and a maximum of sixteen participants can be accommodated in the workshop.

Apart from the team role analysis, there are no pre-requisites other than the general knowledge gained from working in business.

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### **Objectives**

The four objectives of this Workshop are:

1. To learn Continuous Improvement and Business Process Re-engineering methods, tools and techniques
2. To understand the technology and human enablers of process
3. To learn to measure process and system effectiveness
4. To learn to think about systems

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## Participants

This workshop is designed to train:

- Business Process Improvement teams and managers
- Quality teams and managers
- Systems development teams and managers
- Business Analysts
- Documentation Specialists
- Change champions and sponsors

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## Benefits

After this workshop, you should be able to confidently:

- Participate in a BPI project understanding the phases you will go through
- Recognise team role behaviour and be able to work with other team members more successfully
- Analyse and redesign business processes so they are more effective and efficient
- Problem solve in a structured way making faster decisions
- Present a well-supported case for business improvement



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## Presenter's Profile

Maggie Alexander BA (Comm), MScSoc, DipTchg  
Director of M & M Consulting Services Pty Ltd

I developed my interest in business process improvement while working on very large change programs involving people, process and technology from 1980 onwards, starting with a major computing project at TAFE in NSW. From 1985 I held a variety of managerial positions with Digital Equipment Corporation (Australia), including Regional Operations Manager, Re-engineering Manager and SAP Program Manager.

Some of my clients in Australia are the Commonwealth Bank, where I have been the BPR Consultant on a large re-engineering project, NewSouth Global and a number of technology companies such as ALSTOM.