

BUSINESS PROCESS MANAGEMENT

Category: Business Process Management

Course Name: The Sacred Cow Cook-Out

Course Length: 2 days

Instructor: William A. Agee

About this Course:

After the reorganization has been put into place, after the downsizing has been fully implemented and the technology has been acquired, then the area of process improvements is finally reviewed. Sadly, this area should come first in most applications. In this session, we assist the groups in better defining the manner and means through which goods, materials and processes migrate through a department or office. This includes people, steps in a process, paper flow, as well as time involvement to complete a step.

We successfully identify those cows that are more prone to be involved with our type of business or industry. It should be critical to better understand the number of steps originally involved in the making of the process. This will then become modified by the number of deletions or wasted steps. This is a primary step that should be conducted by every manager.

Recommended for: any company or organization undergoing some form of modification or change with a sincere desire to reduce the cost of operations without impacting the quality. The greatest area of true initial cost reduction and process improvements can be accomplished without much cost or effort. A program for all levels of the company to bring awareness to the cost side of the equation.

Objectives:

Some of the critical aspects that will be addressed include:

- Understanding exactly what a sacred cow is in an organization
- Learning how to identify non-value added activities
- Steps to round up the cows
- How to herd the cows off to market
- When to replace cows in a herd
- Bottom-line benefit to the organization
- Creating an organization that embraces change
- Generate new ideas for making change work
- Motivating employees to feel good about any changes

Benefits:

Participants will learn:

- Why change is important to our ultimate success
- Who should lead a change driven application
- What area we feel is critical enough to pursue change
- The problems involved with change when the wrong driver is selected
- Why other forms of change are pointless without this progression