

# BUSINESS PROCESS RE-ENGINEERING



## WHEN

As Agreed with Client

## DURATION

5 Days

## PRICE

N1,250,000  
per participant (Online)

N1,550,000  
per participant (Live Seminar)

## WHERE

Online  
Anywhere

## EXECUTIVE CERTIFICATE TRACK

Management and Leadership

## INTRODUCTION

Neither the fact that change is constant or the fact that change is accelerating is new to any 21<sup>st</sup> century manager, but it remains quite challenging to see that many businesses carry on their functions and the underlying processes as normal. Sooner than later change will happen: the choice open to leadership is whether to lead the change or to be at the mercy of it. The only true way to implement change as a customer-facing benefit is to constantly re-engineer Business Processes within the Organisation. How can this be done in near real-time without massive disruptions to the organisations daily activities, systems, metrics and external partnerships in a regulatory environment that could be changing or impose restrictions on certain organisations?

Leadership and Senior Management will learn the core principles of Business Process Re-engineering, learn to visualize the required outcomes using a Risk-Management Model, and phase never-ending innovation-feedback-design in a way that achieves all the promise of process redesign with little or no backlash. Participants will also be introduced to computer-assisted modelling to help visualize outcomes, identify and mitigate risks and weigh the impact of specific changes on productivity, morale, brand and corporate culture.

Please visit our website for the most current information.

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## TAKEAWAYS

This program will enable you to:

- Create an organization where delighting the customer is paramount through improving service request and delivery
- Design resolution of problems into processes to allow for near real-time excellence as a competitive strategy
- Multiply the impact of changing marketplace and regulatory requirements by making them useful systemically throughout an organization
- Lead an organization where discovery is encouraged, supported, and promoted

## WHO SHOULD ATTEND

- Senior leadership, whose understanding and support are vital in developing operational excellence within an organization
- Managers earmarked for higher responsibility within the organisation
- Internal Consultants and Technical Experts responsible for driving operations
- Entrepreneurs in any industry, especially in new and emerging fields



*The customised nature of the training made it practical and specific to our organisation. We were able to achieve deep-dive and solve real-life organisational problems that would not have been possible otherwise. Every one left with renewed vigour and a set of solutions to immediately implement.*

– Oladimeji A

## CONTACT INFORMATION

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