Training Course on Business Process Re-engineering

Professional Development Training Course Outline

Category	Business	**Duration**	10 Days
Base Fee	$3,000 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

In today's fast-evolving business environment, organizations must continuously adapt to remain competitive. Business Process Re-engineering (BPR) is a strategic approach aimed at analyzing, redesigning, and optimizing business processes to improve efficiency, reduce costs, and enhance service delivery.

Training Course on Business Process Re-engineering training equips professionals with the methodologies, tools, and strategies necessary to re-engineer business processes effectively. Participants will gain hands-on knowledge of process mapping, automation, change management, and performance measurement, ensuring their organizations can achieve operational excellence.

Programme Curriculum

Training Course on Business Process Re-engineering training

Introduction

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Course Objectives

By the end of this course, participants will be able to:

1. Understand the principles and importance of Business Process Re-engineering (BPR).
2. Analyze current business processes and identify inefficiencies.
3. Apply process mapping and workflow analysis techniques.

4. Design and implement optimized processes for efficiency and effectiveness.
5. Integrate technology and automation into re-engineered processes.
6. Develop a structured approach to change management in BPR initiatives.
7. Measure and evaluate process performance and continuous improvement.
8. Enhance customer satisfaction and service delivery through BPR.
9. Address challenges and resistance to process re-engineering.
10. Apply BPR methodologies in real-world business scenarios.
11. Align business process improvements with organizational strategy.
12. Foster cross-functional collaboration for successful BPR implementation.
13. Utilize data-driven decision-making in process redesign.

Target Audience

1. Business Leaders and Managers
2. Operations and Process Improvement Teams
3. Project Managers and Change Agents
4. IT and Digital Transformation Specialists
5. HR and Organizational Development Professionals
6. Finance and Compliance Officers
7. Customer Service and Quality Assurance Teams
8. Entrepreneurs and Business Owners

Course Content

Module 1: Introduction to Business Process Re-engineering

- Definition and key concepts of BPR
- The evolution and relevance of BPR in modern businesses
- Principles and objectives of process re-engineering
- Differences between process improvement and process re-engineering
- Case studies of successful BPR implementations

Module 2: Identifying Business Process Inefficiencies

- Process mapping and workflow analysis
- Identifying bottlenecks, redundancies, and inefficiencies
- Analyzing cost, time, and value in current processes
- Conducting stakeholder analysis and impact assessments
- Using data analytics in business process assessment

Module 3: Process Redesign and Innovation Strategies

- Strategies for re-engineering business processes
- Lean, Six Sigma, and Agile methodologies in BPR
- Leveraging automation and digital transformation
- Reengineering customer-centric processes
- Case studies on process innovation

Module 4: Technology and Digital Transformation in BPR

- The role of AI, RPA, and ERP systems in BPR
- Implementing digital workflows and cloud-based solutions
- Enhancing data-driven decision-making in process re-engineering
- Automating repetitive tasks for efficiency
- Integrating cybersecurity and compliance in digital processes

Module 5: Change Management in Business Process Re-engineering

- Managing resistance to process change
- Building a culture of continuous improvement
- Employee engagement and communication strategies
- Leadership’s role in driving process transformation

- Ensuring sustainability of re-engineered processes

Module 6: Performance Measurement and Continuous Improvement

- Establishing key performance indicators (KPIs)
- Monitoring and evaluating process efficiency
- Conducting process audits and feedback loops
- Benchmarking against industry best practices
- Strategies for maintaining long-term process improvements

Module 7: BPR and Customer Experience Enhancement

- Aligning processes with customer needs and expectations
- Designing seamless customer journeys through BPR
- Reducing turnaround time in service delivery
- Personalization and automation for improved customer engagement
- Case studies on customer-centric BPR

Module 8: Risk Management in Business Process Re-engineering

- Identifying and mitigating risks in process re-engineering
- Ensuring regulatory compliance in re-designed processes
- Data security and governance in digital process automation
- Financial implications of BPR projects
- Developing a risk-response plan for process changes

Module 9: Strategic Alignment of BPR with Organizational Goals

- Aligning process changes with corporate vision and mission
- Ensuring cross-departmental collaboration in process redesign
- Developing a roadmap for successful BPR implementation
- Managing resource allocation for process transformation
- Leadership’s role in aligning BPR with strategic objectives

Module 10: Cost Reduction and Efficiency Improvement Strategies

- Eliminating waste and non-value-adding activities
- Reducing process cycle times and operational costs
- Streamlining procurement and supply chain processes
- Enhancing efficiency through automation and AI
- Cost-benefit analysis of BPR initiatives

Module 11: Case Studies and Best Practices in BPR

- Global case studies of successful BPR implementations
- Lessons learned from failed BPR projects
- Sector-specific BPR applications (finance, healthcare, government, etc.)
- Adapting BPR methodologies to different industries
- Expert insights on overcoming common BPR challenges

Module 12: Practical BPR Implementation Frameworks

- Step-by-step approach to BPR execution
- Developing a comprehensive BPR project plan
- Assigning roles and responsibilities in process re-engineering
- Timeline estimation and resource planning
- Hands-on exercise: Simulating a BPR initiative

Module 13: Cross-Functional Team Collaboration in BPR

- Encouraging collaboration between departments
- Overcoming silo mentality in process redesign
- Effective communication strategies for cross-functional teams

- Conflict resolution in BPR projects
- Building agile teams for continuous process improvement

Module 14: BPR for Small Businesses and Startups

- Scaling process re-engineering for small businesses
- Low-cost automation solutions for startups
- Simplifying operational workflows for efficiency
- Customer-driven process improvement strategies
- Leveraging outsourcing and shared services for process optimization

Module 15: Developing a BPR Action Plan

- Designing a personalized BPR implementation plan
- Conducting a process readiness assessment
- Identifying short-term and long-term process goals
- Hands-on workshop: Drafting a process re-engineering roadmap
- Peer review and expert feedback on action plans

Training Methodology

1. **Interactive Workshops** – Hands-on process redesign activities and case study discussions.
2. **Expert Lectures** – Learning from experienced business process specialists.
3. **Group Exercises** – Team-based process improvement simulations.
4. **Real-World Case Studies** – Analyzing successful and failed BPR projects.
5. **Technology Demonstrations** – Showcasing automation tools and digital transformation strategies

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price

23 Nov 2026	04 Dec 2026	Online	$2,000
23 Nov 2026	04 Dec 2026	Physical	$3,000
23 Nov 2026	04 Dec 2026	Physical	$6,000
23 Nov 2026	04 Dec 2026	Physical	$6,000
23 Nov 2026	04 Dec 2026	Physical	$12,000
23 Nov 2026	04 Dec 2026	Physical	$9,000
23 Nov 2026	04 Dec 2026	Physical	$12,000
23 Nov 2026	04 Dec 2026	Physical	$12,000

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