

Process-based management

Duration: 2 days

Audience: Gestionnaire|Analyste d'affaires

Who is this training for?

This training is intended for all managers and professionals involved in the management of their organization's business processes

Training objectives

You will be able to understand the concept of processes and see how to implement a process architecture aimed at controlling and optimizing the company's operations in line with corporate objectives.

The more specific objectives :

- To understand the concept of processes
- To be able to integrate process management into the more global management of a company
- To be able to map a business process
- To be able to apply the relevant tools for the control and improvement of business processes according to the level of maturity of the processes

Summary

Putting your customers' expectations back at the heart of your company's operations and ensuring everyone's contribution to achieving your organization's overall objectives is the promise of process management. Step by step, learn how to make process management a success. This training is offered in French or English.

Course outline

- Concept of process
- Components of a process
- Value chain of a process
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Vertical vs. horizontal approach to management

- Architecture of the organization's business processes
- Methods of mapping a process
- Notion of levels of maturity of a process (1 to 5)
- Review of the tools that can be used according to the basic levels of the maturity of the process to manage its performance
- Use of Value Stream Mapping to Critical processes
- Link to management dashboards
- Continuous improvement processes

Approach and methodology

The training is based on an alternation of theoretical learning and practical applications and case studies. With the help of examples, you will practice in the application of relevant tools based on the basic concepts. Discussions and synthesis will make it possible to share and consolidate the achievements.

Prerequisites

- Experience in an organizational environment (team, project, operational)
- General knowledge of the functioning of an organization
- An interest in : continuous improvement process optimization

Recommendations

Knowledge of business processes, experience in management, coordination, continuous improvement, quality, operations or administration.