Business Process Re-engineering for Peak Efficiency Training Course

23 - 27 Nov 2026

Kuala Lumpur

5200 € (Per Person)

Ref: #PRO1568_120218

Course Introduction / Overview:

In today's hyper-competitive global market, organizational success is intrinsically linked to operational efficiency and the ability to adapt swiftly to change. This course provides a comprehensive framework for fundamentally rethinking and radically redesigning core business processes to achieve dramatic improvements in critical, contemporary measures of performance, such as cost, quality, service, and speed. Drawing upon the foundational principles articulated by pioneers like Michael Hammer in his seminal work, "Reengineering the Corporation: A Manifesto for Business Revolution," this program moves beyond incremental adjustments to foster a mindset of transformative innovation. Participants will explore how to deconstruct outdated workflows, challenge long-standing assumptions, and leverage technology to create streamlined, value-driven operations. BIG BEN Training Center has designed this immersive experience to equip professionals with the analytical tools and strategic foresight needed to lead successful BPR initiatives, ensuring that process improvements are not just tactical fixes but are strategically aligned with overarching business objectives for sustainable growth and a powerful competitive edge.

Target Audience / This training course is suitable for:

- Operations Managers and Directors.
- Business Process Analysts and Consultants.
- Project Managers and Program Leaders.
- IT Professionals involved in process automation.
- Quality Assurance and Control Managers.
- Department Heads and Team Leaders.
- Strategic Planners and Corporate Strategists.
- Entrepreneurs and Business Owners.
- Change Management Professionals.
- Finance and Administration Managers.

Target Sectors and Industries:

- Manufacturing and Production.
- Banking, Finance, and Insurance Services.
- Healthcare and Pharmaceutical sectors.
- Information Technology and Telecommunications.
- Logistics, Supply Chain, and Transportation.
- Retail and Consumer Goods.
- Government Agencies and Public Sector Organizations.
- Engineering and Construction.
- Hospitality and Tourism.

Target Organizations Departments:

- Operations and Production.
- Information Technology (IT).
- Finance and Accounting.
- Quality Assurance and Control.
- Customer Service and Support.
- Human Resources and Administration.
- Supply Chain and Procurement.
- Strategic Planning and Business Development.
- Research and Development (R&D).

Course Offerings:

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

- Analyze existing business processes to identify critical inefficiencies and bottlenecks.
- Apply core BPR principles and methodologies to real-world business challenges.
- Utilize process mapping and modeling tools like BPMN to visualize workflows.
- Design innovative, technology-enabled processes that align with strategic goals.
- Develop robust key performance indicators (KPIs) to measure process efficiency.
- Conduct cost-benefit and risk analysis for proposed process changes.
- Create and implement effective change management plans to ensure smooth transitions.
- Lead BPR projects from conception through to successful implementation.
- Foster a culture of continuous improvement and operational excellence within their teams.
- Integrate concepts from Lean and Six Sigma into BPR initiatives for maximum impact.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, experiential, and directly applicable to the participant's professional environment. We believe that deep learning occurs through doing, not just listening. Therefore, this course moves beyond traditional lectures to immerse participants in a dynamic learning journey. The program is built around a series of practical case studies derived from various industries, allowing attendees to dissect real-world BPR successes and failures. A significant portion of the training is dedicated to hands-on workshops where participants will use process mapping software and efficiency modeling techniques on simulated business scenarios. Collaborative group exercises and brainstorming sessions are central to our approach, encouraging peer-to-peer learning and the exchange of diverse perspectives. Our expert instructors act as facilitators, guiding discussions, providing personalized feedback, and ensuring that theoretical concepts are firmly linked to practical application. This blended approach ensures that participants leave not only with new knowledge but also with the confidence and skills to implement transformative change within their own organizations.

Course Agenda (Course Units):

Unit One: Foundations of Business Process Re-engineering

- Introduction to Business Process Re-engineering (BPR).
- The historical context and evolution of BPR.
- Distinguishing BPR from continuous improvement methods like TQM and Kaizen.
- The principles of radical redesign as defined by Michael Hammer.
- Identifying and prioritizing core processes for re-engineering.
- Aligning BPR initiatives with corporate strategy and objectives.
- The role of leadership and sponsorship in successful BPR projects.

Unit Two: Process Analysis and Diagnostic Techniques

- Techniques for mapping the "As-Is" process state.
- Introduction to Business Process Model and Notation (BPMN).
- Conducting value stream mapping to identify waste and non-value-added activities.
- Root cause analysis tools (e.g., Fishbone diagrams, 5 Whys).
- Data collection and performance baselining for existing processes.
- Identifying bottlenecks, redundancies, and process gaps.
- Benchmarking processes against industry best practices.

Unit Three: Process Redesign and Innovation Strategies

- Principles of "To-Be" process design and creative thinking.
- Brainstorming and challenging underlying business assumptions.
- Leveraging technology as an enabler of process innovation (e.g., RPA, AI).
- Simplifying, consolidating, and automating workflows.
- Designing customer-centric processes for enhanced value delivery.
- Developing multiple redesign scenarios and alternatives.
- Creating future-state process maps and documentation.

Unit Four: Efficiency Modeling and Performance Measurement

- Developing Key Performance Indicators (KPIs) for new processes.
- Introduction to process simulation and modeling for predictive analysis.
- Conducting a comprehensive cost-benefit analysis of the redesigned process.
- Risk assessment and mitigation strategies for BPR implementation.
- Building a robust business case to secure management buy-in.
- Techniques for quantifying improvements in cost, quality, and speed.
- Establishing a framework for monitoring and controlling new process performance.

Unit Five: Implementation, Change Management, and Sustainability

- Developing a detailed BPR implementation project plan.
- The critical role of change management in BPR success.
- Strategies for communicating change and managing stakeholder expectations.
- Overcoming resistance and building a coalition for change.
- Training and empowering employees for new roles and responsibilities.
- Pilot testing and rolling out the new process.
- Establishing mechanisms for continuous monitoring and optimization post-implementation.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

How can an organization balance the radical, top-down approach of traditional BPR with the incremental, bottom-up philosophy of continuous improvement to achieve sustainable operational excellence?

What unique qualities does this course offer compared to other courses?

This course distinguishes itself by adopting a holistic and strategic perspective on business process re-engineering, moving far beyond the mere technicalities of process mapping. While many programs focus solely on diagramming tools, our curriculum emphasizes the critical interplay between process, people, and technology. A significant focus is placed on the human element of change, equipping participants with robust change management strategies essential for overcoming resistance and ensuring successful implementation, a factor often overlooked in purely technical courses. Furthermore, we integrate BPR with complementary methodologies such as Lean, Six Sigma, and Agile, providing a multifaceted toolkit that allows for a more nuanced and context-appropriate approach to process improvement. The course heavily features practical efficiency modeling and simulation exercises, enabling participants to forecast the impact of their redesigns and build a compelling, data-driven business case for change. This emphasis on predictive analysis and strategic alignment ensures that graduates are not just process technicians, but are prepared to be strategic leaders who can drive meaningful and sustainable transformation.