

Business Process Metrics



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(Unit 3 of 4 units in Business Process Analysis and Optimisation)

Overview

This course provides an overview of different frameworks and tools that are utilised in order to achieve improvements throughout the organisation, from both a strategic and operational point of view. It also provides guidelines to present information to executive management. Concepts of activity based management are explained and demonstrated in detail, as well as Balanced Scorecard and Performance Management.

This is part of the Monash Professional Business Process Analysis and Optimisation course, comprising ten days instructor led training. Business Process Metrics is the third unit and can be taken in conjunction with:

- Unit 1: Process Mapping, Analysis and Modelling
- Unit 2: Data Modelling
- Unit 4: Software Tools for Process & Data Modellers

Learning Method

Instructor led

This course uses a combination of instructor presentation, and student hands-on practical exercises.

Who will benefit from this course?

Professionals with an interest in Process Improvement, including:

- Business Analysts
- Project Managers
- Financial Managers
- Process Engineering
- Change Management professionals

Pre-Requisites for this course

In order to gain maximum benefit from the learning in this course, participants should have completed Process Mapping, Analysis and Modelling and Data Modelling or possesses equivalent knowledge and experience.

What you can expect to gain from this course?

Upon completion of this course you will:

- Gain a thorough understanding of principles of performance measurement / management

Duration: 2 days

Scheduled In:
MELBOURNE

On Demand In:
**SYDNEY
BRISBANE
CANBERRA**

Business Process Metrics

- Appreciate the importance of measuring and monitoring performance
- Have a working knowledge of the Balanced Score Card technique
- Have an appreciation of the ABEF
- Understand the application of and differences between ABC and ABM approaches
- Understand the application of KPI's, Kaizen and McKinsey methods
- Understand the background to Six Sigma and where it can be best utilised
- Gain an insight into the various approaches to management reporting and BI

Course Content

Module 1: Introduction to Data Modelling

- Introduction: Define Entity
- Activity 1: Define Relationships
- Activity 2: Attributes Introduction
- Activity 3: E – R Diagram Structure
- Understand Cardinality
- Data Modelling
- Activity 4

Module 2: Introduction

- Understand principles of performance measurement / management.
- Understand various types of performance measurement initiatives.
- Know what questions to ask.
- Understand why to measure performance.

Module 3: Balanced Score Card

- What is the Balanced Scorecard?
- Strategy Map
- Balanced Scorecard Perspectives
- Balanced Scorecard Steps
- Metrics Features
- Samples of Balanced Scorecards
- Exercise 1: Using Balanced Score Card principles

Module 4: Australian Business Excellence Framework

- Background
- Principles of Business Excellence
- 7 Performance Categories
- Business Excellence Indicator

Module 5: Activity Based Management

- Eleven Cost Based Methods
- Activity Based Management
- Ten questions ABM answers
- Activity Based Costing
- Six questions ABC answers
- Activity drivers
- Seven real world examples ABC
- Activity Based Information
- ABI Implementation
- Activity Based Budgeting
- When to use ABC
- ABC v's ABM – detailed comparison & clarification
- Traditional v's ABC data
- Exercise 2: Activity Based Costing

Module 6: Key Performance Indicators (KPI's)

- Performance Management
- Characteristics of KPI's
- Key Performance Indicators
- Why use KPI's
- Successful Implementation of KPI's
- Levels of Performance
- Eight Characteristics of a Process
- Establishing Process Control
- Conformance Metrics
- Repetition Metrics
- Cost Metrics
- Complexity Metrics
- Categories of Performance Measurement
- Exercise 3: Time, Quality and Cost identification
- The Kaizen Philosophy
- Five Key Elements of Kaizen
- The 7 S' McKinsey Model
- Exercise 4: Applying the 7 S' model

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Module 7: Six Sigma

- Introduction
- Background, history
- Six concepts
- DMAIC step by step
- DFSS
- DMADV
- DMADOV
- Customer Expectation
- IDOV
- When and when not to use Six Sigma
- Critical Analysis of Six Sigma

Module 8: Management Reporting

- Business Intelligence
- Ten Principles of Reporting
- EIS – evolution
- EIS – critical overview
- DSS – critical overview
- MS SQL SERVER Reporting Services
- CRYSTAL REPORTS Solution
- Exercise 5: EIS Requirements

Related Courses

Process Mapping, Analysis and Modelling
Software Tools for Process & Data Modellers
Data Analysis and Presentation using ProClarity
Designing Reporting Architecture using MS SQL Server 2005