

Advanced Business Process Management: Principles, Techniques & Methods for World-Class Performance

DAVID MOTTERSHEAD – ADVANCED BUSINESS PROCESS MANAGEMENT EXPERT



A seasoned practitioner with over 20 years industry experience, David is a pragmatic and forward thinking professional with a talent for solving business problems by distilling information quickly and helping people to see things from a new perspective. David is a passionate advocate for advanced business process management (Outside-In), customer experience and innovation.

David works with organisations across all industry sectors, helping improve their processes using Advanced BPM techniques such as the Customer Expectation Management Method (CEMMethod™). He is one of the pioneers of Outside In thinking and practice and continues to encourage organisations to view their businesses from the customer perspective.

David was one of the first business process professional's in Australia & New Zealand to attain Master's level certification and is now an accredited coach in the Certified Process Professional Training Program:

1. Process Optimization
2. Process Alignment to Successful Customer Outcomes
3. Process Innovation
4. Process & Performance Management
5. Bridging the Gap between Business & Technology

He is also head coach for the BP Group (Australia & New Zealand), BP Group Manager (Australia & New Zealand) and a member of the BP Group advisory board.

David is a trainer and consultant whose vision is to connect and network with people interested in significantly improving organizational processes and to engage in activities that promote best practice in business process transformation and change for business benefit and customer success. It is through the BP Group and his own company, Outside In Consulting, that he continues to contribute to the skills and development of professionals who help their organisations directly meet the challenges of the 21st century.

David is known for his proven subject matter expertise and his ability to push boundaries, while at all times remaining grounded.

David lives with his family in Sydney, Australia.

You can view David's recent work at www.outsideinconsulting.com.au

Testimonials at <http://www.linkedin.com/in/davidmottershead>

Visit the network at www.bpgroup.org



Advanced Business Process Management: Principles, Techniques & Methods for World-Class Performance

A SEMINAR & HANDS-ON WORKSHOP ON THE EVOLUTION OF BUSINESS PROCESS MANAGEMENT



ALL MATERIALS & TOOLKIT provided electronically

CERTIFICATION ELIGIBLE
CERTIFIED PROCESS PROFESSIONAL (CPP)

OVERVIEW

This premier INTERACTIVE SEMINAR is designed for those seeking professional skills in process management, process improvement, process alignment, change management and innovation. The Advanced BPM / Customer Expectation Management Methods and Techniques that Deliver!

- Uncover Process Improvement opportunities in just hours
- Identify Actions that will reduce process inefficiency by 30% to 60% within 90 days of deployment
- Delight your Customers (making them your biggest advocates) through Successful Customer Outcomes
- Innovate to compete, set the market trend and even dominate your industry

The Certified Process Professional program builds your competency in delivering these essential benefits in literally everything you do. Unleash the power of process in your organization today.

CONTENT

A dynamic and comprehensive approach to creating and managing enterprise processes that deliver sustained high performance, encompassing the full range of management systems and practices. Content based on the experiences of hundreds of companies and the BP Group networks ongoing research.

WHO SHOULD ATTEND

Senior executives, operating managers, process owners, resource managers, members of process design teams and program management offices, functional managers, business analysts, project managers, IT managers, key front-line personnel, and everyone else with a stake in getting the most out of business processes.

RESULTS

Course attendees will learn:

- understand the progress and development of BPM as the driving force behind business success
- how to exploit process management for triple crown* benefits with sustained high performance
- link processes to enterprise business goal
- coach and align people for performance and process management
- realign people systems for a process environment

**triple crown = enhancing customer service, reducing costs and improving revenue concurrently*

WHAT YOU GET

- An interactive WORKSHOP coached by leading Practitioners
- Certification is Testing and Competency-Based : Insuring you have the SKILLS to DELIVER PROCESS IMPROVEMENT
- Online Training package provides all the materials and testing post event
- One year's access to all the training system features and functions
- Simply the most ADVANCED TECHNIQUE for process improvement; typically producing extraordinary improvement results in LESS THAN 90 DAYS

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CERTIFIED PROCESS PROFESSIONAL PATHWAY

The Certified Process Professional (CPP) is a staged qualification based on a program of learning, networking and application, which fulfill the BP Group's mission to improve business performance and engage in activities that promote best practice in business process transformation and change for business benefit and customer success. Utilising the very latest best practice techniques, the program includes seven levels taking the participants from a fundamental understanding of process through to mastership. Delivered across the world, this program transforms participants thinking and practice around process management. Upon completion, CPP's are able to achieve immediate and sustainable change within the organisation through service improvement, cost reduction and revenue growth.

| CPP Level | Objective | Attainment | Designation |
|---------------|------------|-----------------|---------------------|
| 8 | Leadership | Champion | CPP Champion |
| 7 | Strategy | Advanced Master | CPP Advanced Master |
| 6 | Implement | Advanced Master | CPP Advanced Master |
| 5 | Integrate | Master | CP Master |
| 4 | Perform | Master | CP Master |
| 3 | Innovate | Professional | CP Professional |
| 2 | Align | Professional | CP Professional |
| 1 | Optimise | Practitioner | CP Practitioner |
| CEMM Engineer | | Engineer | CEMMethod Engineer |

| Community | Level 1 | Level 2 | Level 3 | Level 4 | Level 5 | Level 6 | Level 7 | Level 8 |
|------------------|---------|---------|---------|---------|---------|---------|---------|---------|
| Everyone | ✓ | ✓ | | | | | | |
| Business Analyst | ✓ | ✓ | ✓ | ✓ | ✓ | | | |
| Process Managers | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | | |
| Technologists | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | | |
| Senior Managers | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | |
| Leaders | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |

| Certification | Level 1 | Level 2 | Level 3 | Level 4 | Level 5 | Level 6 | Level 7 | Level 8 |
|--------------------|---------|---------|---------|---------|---------|---------|---------|---------|
| InClass Assessment | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Testing | | | ✓ | ✓ | ✓ | | | |
| Case Studies | | | ✓ | ✓ | ✓ | | | |
| Client Interview | | | ✓ | ✓ | ✓ | ✓ | | |
| Peer Review | | | | | | ✓ | ✓ | ✓ |
| Experience | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |

| Ongoing | Level 1 | Level 2 | Level 3 | Level 4 | Level 5 | Level 6 | Level 7 | Level 8 |
|-----------------------|---------|---------|---------|---------|---------|---------|---------|---------|
| Certification Renewal | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Experience | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |



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A COMPREHENSIVE WORKSHOP FOR ACHIEVING THE HIGH PERFORMANCE ENTERPRISE



ALL MATERIALS & TOOLKIT provided electronically

Level 1 PROCESS OPTIMIZATION

Apply process diagnostics to any existing process or service.

Understand and identify Moments of Truth, Breakpoints and Business Rules

Determine the magnitude of the Points of Failure performance factor and Causes of Work performance factor of the process.

Calculate the Points of Failure Causes of Work performance factors then graph it on the maturity Scales.

Identify Actions that can be taken to improve the process.

Identify Actions that will significantly reduce the process Points of Failure and Causes of Work of the process.

Identify Actions that can be completed in less than 90 days (often much less).

Analyze the Benefits versus Cost (resource/time/degree of change) for each Action

Clearly identify “low hanging fruit” – Actions that require minimal investment versus return

Level 2 PROCESS ALIGNMENT

Determine the appropriate outcome of a process in respect to the customer by using the SCO (Successful Customer Outcome) Technique

Develop the current state process model

Learn outcome-based process modeling with the Process Activity List Technique

Learn how to model a process from different perspectives – including modeling the process from the customer’s point of view
Learn how to conduct team Process Activity List modeling Activities

Apply process diagnostics to a customer focused (SCO) process.

Determine the Points of Failure Factor and Causes of Work factors.

Conduct the Risk Assessment on the Business and Customer including
Identify Actions that can be taken to improve the process.

Level 3 PROCESS INNOVATION

Understand and create the Process Innovation Landscape to completely redefine the way processes are operated.

Uncover the true potential of the process, and in doing so consolidate triple crown wins i.e. simultaneously reducing costs, improving revenue and enhancing service.

Establish the right measures for continued success and integrate these into corporate measurement systems e.g. balanced scorecard and strategy maps.



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Level 4 PROCESS & PERFORMANCE MANAGEMENT

Uncover Process Improvement opportunities in just hours

Align your Performance Management Systems to achieve Successful Outcomes

Integrate Balanced Scorecard and Strategy Maps with advanced BPM

Create an ongoing Performance improvement culture enabled through BPM

Link Performance Metrics with individual scorecards

Ensure Metrics (Key Performance Indicators) reinforce and drive the delivery of business objectives and successful customer outcomes

Level 5 BRIDGING THE GAP – BUSINESS & TECHNOLOGY

Create a framework to implement technology for innovative process improvements

Develop and reinforce business and technology alignment

Assess appropriate 'solutions' for varied business challenges

Implement a robust framework for solutions identification, introduction and assimilation into existing process architectures

Identify the skills and approach for best practice process technology delivery

Understand the BPM Solutions landscape to support future technology deployments

WHAT YOU GET

- Hands-on instructor-led WORKSHOPS by world recognized Coach
- All Materials electronically (for your own internal use) and online support
- Certification as a Certified Process Professional (CPP) Levels 1-5 (practitioner, professional and master)
- SIX Practical toolkits to use and take away immediately
- CEMMethod™ guidebook
- Copy of the latest book "Outside-In. The secret of the 21st century leading companies" (published 2010)
- Membership in the world's premier Process & Professional business club

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TESTIMONIALS

"I can (and already have done) strongly recommend David as a process improvement expert, as trainer and consultant. The methods and concepts he taught us are innovative and inspiring and can be easily put to use immediately. David used real life examples to show us how to use what he was teaching us and was patient and clear in as an instructor. Gold Stars!!"

Melissa Martin, Technology Support Consultant, Westpac NZ Ltd.

"I recently attended the first two days of the five day course to become a Certified Process - Master. David was the instructor and communicated his ideas clearly. He presented enough detail to provide a good training foundation without overwhelming the learners. The case study approach was very informative and an easy way to learn. At all times David came across as an expert in his field, with a friendly good natured approach. I have every intention of completing the five day course."

Kerry Boyle, IT and Business Consultant

"I attended the Certified Process Professional (CPP) Level 1 & 2 course that David conducted in December 2010 in Wellington New Zealand. David was clear in his communication, easy to understand, and used great examples and case studies to illustrate the points. During the process re-design exercises, he encouraged us to change our perspectives and think outside the box and keep questioning why things are done in a way that encouraged creative thinking by the students and got the intended outcome - less complex processes focused on successful customer outcomes. I will never see process the same way again and am a true convert to the 'Outside-In' philosophy and approach! Thank you David."

Katie Hutton, SAP Establishment Manager, Contact Energy

"If you are looking to improve your own professional skills in business process management and business process improvement, then I would recommend the Advanced Business Process Methods and Techniques of the Business Process Professional programme by BP Group."

Stephen Nicholson, Certified Process Professional – Master, BPM Systems

"Excellent presentation, clear and concise. Absolutely Gripping."

Devendra Maisnam, Business Analyst, National E-Health Transition Authority

"Thanks for what were excellent sessions last week. I still find it incredible that in this conventional information and process rich world we live in that we can look at what we do in a slightly different but totally logical way and the picture changes dramatically."

Charles Bennett, Managing Partner & Project Director at IBS Publishing

Just a short note to say thanks again for the course. It was a truly mind blowing experience and I will never think about process the same way again.

Craig Reid, Senior Business Analyst, Gen-I

RECENT CLIENTS

Technology & Consulting

Oracle
Microsoft
Hitachi Data Systems
Revolution IT
SMS Management and Technology
Fujitsu
Oakton
ASG Group
Commander
Gen-I
BPM Systems

Banking & Financial

NAB
Asian Development Bank Philippines
Barclays Capital
Westpac NZ

Insurance & Superannuation

CIGNA Insurance NZ
Tower Australia

Government

Department of Defence
State Revenue Office VIC
Stirling WA
New Plymouth District Council NZ
National E-Health Transition Authority
Defence Science and Technology
Agency Singapore
QLD Motorways

Telecommunications & Media

Mobily Saudi Arabia
Media Monitors

Mining & Energy

RIO Tinto
Extension Hill
Ergon
Contact Energy

Other

Changi Airport
Kraft Foods
Fonterra NZ
Metcash
NZ Institute of Management