Lean Business Process Improvement & Business Requirements Training

Do you have business issues you want your internal team to address? Do you need a simple, effective and common methodology? BLCN process training is more than just mapping the process. It provides an understanding, supported by exercises, of the structured methodology that has been proven successful in achieving true issue resolution, sustainable value and proper documentation of business requirements.

The course is delivered in-house and by certified experienced consulting professionals who have worked in the business operations and consulting fields. This provides a consultative instruction to the participants. Course participants work in small groups on their own actual process issues during course exercises. If one person resolves one issue during the exercises, the course will pay for itself!

This course provides a practical foundation and methodology to analyze business issues, document business requirements and drive continuous improvement. How other BLCN clients have leveraged this course:

1. Achieved a consistent methodology across the company to support their PMO and operational excellence program. This methodology is scalable and is used for smaller help requests to addressing cross functional and global issues.
2. Kicked-off a major system implementation with the training for all staff to ensure a consistent approach was used in improving the business operations, cross functional linkage and correctly documenting business requirements.
3. Provided the sales staff an issue based consultative approach to address their customer's business problems by leveraging their products and services.

What others have said about this course:

1. The course paid for itself during the second day!: *Quality Manager*
2. *I like the ability to use an existing problem during the exercises: Director of Strategy and Process Improvement*
3. We learned a lot that will help us identify and resolve the true business issues on our key projects: *Project Manager*
4. This is a good solid methodology for key staff to have and use: *Process Manager*
5. *We were just documenting the process and not seeing results. Now we can move forward with results based actions: Internal Team Lead*
6. *This course was more practical and valuable than the Green belt course I just paid a lot of money for: Software Development Six Sigma Green Belt*

The content is structured in ten modules over the 3-day period:

1) Introduction
   a. Review the Lean business process improvement approach
   b. Discuss Lean and Six Sigma methods
   c. Role of the Business Analyst
2) Vision and Goals
   a. Discuss importance of clear business direction
   b. Discuss the importance of Vision / Strategic direction
   c. Aligning Measurements and goals
3) Scope, Value and Hypothesis
   a. Define scope and value
   b. Use hypothesis to confirm scope and data gathering needs
   c. Validating scope

4) Stakeholder and Communications
    a. Develop stakeholder analysis and role map
    b. Review the BLCN Communication Model
5) As-Is Process
    a. Understand benefits of process modeling and baseline mapping
    b. Review various process model levels
    c. Review basic mapping techniques
    d. Review / perform As-Is mapping workshops
6) Process Analysis
    a. Understand three phases of process analysis
        i. What – issue
        ii. Why – root cause
        iii. How – correction
    b. Process waste
    c. Customer touch points
    d. Review root cause and bottleneck resolution
    e. Develop recommendation plans
7) To-Be Process
    a. Develop a to-be process design
    b. Identify transition planning and implementation steps
8) Requirements Gathering
    a. Writing guidelines and techniques
    b. Requirements Models: State Change, Use Case, Decision Tables
    c. Defining functional and non-functional requirements
9) Completing a Business Requirements Document
    a. Review the key sections of a Requirements Document
10) Moving Forward / Q&A
    a. Other applications to process design
    b. Simple decision making
    c. Lessons learned workshop
    d. Continuous improvement

At the completion of this course, the students will:
- Have an understanding for framing a business issue (problem statement)
- Take the appropriate steps to analyze and address the business issue
- Take the appropriate steps to redesign and document the process and business requirements
- Develop a "head start" and completion plan for the business issue the participants worked on during the course exercises
- Receive a completion certificate

This course is perfect for business leads from all areas of the business, business analysts, project managers and system leads. There is a 4-hour Executive Training version of this course to align the leadership with the methodology and their responsibilities. The course content can be personalized for multiple deliveries.

The financial payback from this course has been almost immediate in every delivery. Stop talking about the problems and take action now!

For more information about this paper or BLCN, please contact us at:
303.530.4895, email to info@blcn.net or visit our website at www.blcn.net

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