

Curriculum Overview

- Process for Managers
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Course Title	Process for Managers	Acronym	PFM
Course Description			
This workshop is designed to give intact management teams an in-depth understanding of the concept of organizations as systems and the central importance of process in designing and managing performance. The course distills much of the materials from OAS and PDM into a short version of these programs for management teams.			
Course Length		2 or 3 days	
Course Outline			
Day 1			
<ul style="list-style-type: none"> • The power of process <ul style="list-style-type: none"> ○ Value creation system concept ○ What is a process ○ Business Process Framework ○ Process historical retrospective • Organizations as systems (OAS) <ul style="list-style-type: none"> ○ Organization level & OAS concepts ○ Value Creation system hierarchy ○ Processes and strategy • Process Level <ul style="list-style-type: none"> ○ Value Creation system optimization • Job Level <ul style="list-style-type: none"> ○ Linking processes to jobs ○ Human performance system • Application: OAS to your organization 			
Day 2			
<ul style="list-style-type: none"> • Applying process principles to design <ul style="list-style-type: none"> ○ Design of requirements ○ Application: Requirements design ○ Applications: Value chain mapping • Applying process principles to management • Management system model <ul style="list-style-type: none"> ○ Management system components • Application: Bringing the process perspective into your organization • Applying process principles to improvement <ul style="list-style-type: none"> ○ RPM methodology 			
Course Objectives			
<ul style="list-style-type: none"> • Apply the OAS model to understand and analyze any organization • Apply the OAS model to define business and technology requirements • Derive the organization's value chain and link it to organizational strategy • Define any organization's business process architecture • Define and analyze any organization's management system 			
Who Should Attend			
Managers that are interested in business process management, organization-wide performance improvement or other critical issues in which a process perspective would be valuable.			
Course Variations			
The 2 and 3-day versions cover the same materials but the longer version allows more time for application of concepts and tools to the client's specific situation.			