



NEW! Business Process Management Series

Essentials of Business Process Management (LIVE)

Virtual 1: March 2 – LIVE
Virtual 2: March 9 – LIVE
Virtual 3: March 16 – LIVE

Process Modeling, Analysis and Redesign

March 23-24, 2017 – Lansing, MI

Process Transformation: Improving and Innovating Performance

April 18-19, 2017 – Lansing, MI

Implementing Performance Improvement & IT Upgrades

May 10-11, 2017 – Lansing, MI

NEW!
(3) Virtual
2-hour BPM
Sessions

NEW! Business Process Management Certificate

With information technology redefining operations in almost every industry, managing the “business process” has become more essential than ever. BPM is a critical skills set for analysts who redesign the way work is performed and for managers who must assure ongoing performance improvement.

Michigan State University’s Business Process Management Certificate is compatible with the Association of Business Process Management Professionals’ (ABPMP) Comprehensive Body of Knowledge. Via three classroom modules, it provides tools and techniques you need to transform operations to reduce costs, slash service and/or cycle times, increase capacity and provide a better customer experience.



BUSINESS PROCESS MANAGEMENT LEARNING OUTCOMES

- Utilize a “toolkit” of mapping and modeling techniques to document and analyze business processes
- Locate process flaws that are creating systemic problems
- Evaluate which activities add value for the customer
- Use Lean and Six Sigma tools to streamline work
- Interpret data and graphics to manage process performance
- Leverage technology to effectively automate and redesign processes
- Devise innovative process designs based on customer needs
- Identify sources of business requirements and business rules
- Identify and prioritize issues that will impact successful process or technology change
- Achieve buy-in from the people who must utilize new processes and technology
- Measure the impact of change
- Assure that new processes are sustainable
- Deliver more value to current and future customers

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ON-SITE TRAINING

Bring this training onsite for your improvement initiatives. It will lay the groundwork for success, provide a common methodology and language as well as incorporate your business challenges, your data and your processes. Call **Sally Vescolani** at **(800) 356-5705** to discuss how you can multiply the benefits of these seminars and save money by bringing these classes on site.



BPM ONLINE MODULE OUTLINES:

Essentials of Business

Process Management LIVE (\$495)

(3) Virtual 2-hour BPM Sessions

Module 1: Core Concepts

March 2, 2017

- I. The Value Engine
- II. Managing Business Processes
- III. Business Process Maturity

Module 2: Operational Excellence

March 9, 2017

- I. Improving Tactical Results
- II. The Three M's of Process Improvement
- III. Sustaining Excellence

Module 3: Sustaining and Leveraging Process Excellence

March 16, 2017

- I. Transformation
- II. Managing Across Silos
- III. Assessing your Organization's Maturity

BPM CLASSROOM MODULE OUTLINES:

Process Modeling, Analysis and Redesign (\$995)

March 23-24, 2017 – Lansing, MI

- I. Systems Thinking
- II. Process Mapping Toolkit
- III. Identifying "Should Be" and "Could Be" Designs

Process Transformation: Improving and Innovating Performance (\$995)

April 18-19, 2017 – Lansing, MI

- I. Innovation in Business
- II. Process Improvement Strategies
- III. Process Innovation Techniques
- IV. Leveraging Process Excellence

Implementing Performance Improvement & IT Upgrades (\$995)

May 10-11, 2017 – Lansing, MI

- I. Define Business Value of the project
- II. Assess Organizational Readiness
- III. Create an Implementation Plan
- IV. Integrating and Sustaining Change

All seminars and online classes can be taken individually, as part of the certificate or as customized training at your organization.

WHAT YOUR PEERS ARE SAYING ABOUT OUR PROCESS MANAGEMENT SEMINARS:

"Excellent course, very useful information I will be able to apply immediately."

– Project Manager, Venture Behavioral Health

"The real-life examples were extremely beneficial. I also enjoyed walking through the 8 steps in depth to show the start to finish of the event. Workbook tools were great. The instructor answers questions effectively and was open to questions. Explains exercises thoroughly."

– Departmental Analyst, MI Dept of Treasury

"Credible, entertaining, held our interest. One of the best classes we have taken."

– Manager, Progress Energy

"Awesome ability to answer a variety of tough questions. Lots of relevant examples and resources. Breadth of knowledge was impressive."

– VP, Special Projects, Hope Network

"Certainly some beneficial points that can be applied into our sales process and provide us with a leg up on the competition."

– Global Account Manager, AT&T Mobility

"Excellent Seminar! . . . I was able to apply real world problems to the material learned."

– Commissioner, County of Ionia

"Speaker was extremely knowledgeable on ALL types of Process Mapping. I liked his application to real-life examples."

– Director of Order Management, Equifax

"The instructor for this class was excellent, I would hope to have her teach other classes along these lines as well. Thanks"

– Engineer, Heraeus Medical Components

"{The instructor} did a great job and was by far one of the best instructors I've had for professional training. Exhibited proper level of approachability and humility. Excellent subject matter expertise!"

– Director, American Funds

LEARN FROM THE BEST



Amanda Dietz is Executive Vice President, Project Management and Business Analysis Practice Leader for Orion Development Group. She has more than 20 years of experience in operations management, process improvement, project management and business analysis.

Ms. Dietz earned her BS in Finance from Indiana University and MBA in International Management from the University of South Florida. She is a Certified Quality Manager (American Society for Quality).



Ralph Smith is Vice President, Strategic Services for Orion Development Group. He has personally supervised the performance improvement efforts in more than 100 organizations worldwide, including hospitals, clinics and other health care organizations.

Mr. Smith has a Masters degree in Operations Research from the Georgia Institute of Technology and a Bachelors degree in Mathematics and Statistics from the University of Georgia. He is a member for the American Society of Quality.



Bob Boehringer is the Vice President – Process Management for Orion Development Group and well-acclaimed author of *The Process Management Memory Jogger*. He has more than 25 years of experience helping professionals improve quality and productivity via the implementation of process improvement methodologies.

He has a BS in Mechanical Engineering from Cornell University and is a member of the American Society for Quality, Association for Quality and Participation, and Institute of Industrial Engineers.



Alice Wilken is a Process and Project Management Advisor for Orion Development Group. She is an expert on focusing improvement efforts on critical customer needs. Ms. Wilken has more than 20 years of experience providing consulting services in quality, project and business process management.

Ms. Wilken has been certified by ASQ as a Quality Auditor. She holds a B.A. from the University of Northern Iowa and an M.A. in Organizational Management from The George Washington University.

NEW! Business Process Management Certificate

TO ENROLL

By Phone: 800-356-5705

Online:

https://is.gd/2017_BusinessProcessMgmt

By E-mail: vescolan@msu.edu

REGISTRATION FEES:

Virtual Modules (3): \$495

Two-Day Seminars: \$995* or \$1,295

BEST DEAL!

Entire Certificate: \$2,995 (Save up to \$1,385)

Early Bird Discount*:

Save \$300 when you register for the two-day seminars 21 days prior to the seminar date.

And save up to \$1,385 when you register for the entire certificate series by February 28, 2017.

All two-day seminars include continental breakfast, lunch and all seminar materials.

EARLY BIRD DISCOUNT

Register 3 weeks prior to the seminar date.

Enrollee Cancellations will be accepted when made at least five business days prior to the seminar and may be subject to a \$100 processing fee.

Hotel Accommodations are not included in the seminar fee. However, if you desire overnight accommodations and need information about hotels convenient to the seminar site, please call 517-353-8711.

Handicapped Accommodations may be requested by calling Executive Development Programs at 517-353-8711 at least two weeks prior to the seminar to ensure sufficient time to make arrangements. Requests received after this date will be met whenever possible.

For more information:

800-356-5705 or Visit us on line at

https://is.gd/2017_BusinessProcessMgmt today!