Business Process Management Series

ABPMP Certified Essentials of Business Process Management (LIVE WEBINAR)
September 25, 26, 27, 2018

Process Modeling, Analysis and Redesign
October 15-16, 2018 – Lansing, MI

Measuring & Improving Processes
November 13-14, 2018 – Lansing, MI

Process Transformation
December 13-14, 2018 – Lansing, MI

“The material was lively and meaningful. I was able to apply real world problems to the material learned.”
– Commissioner, County of Ionia

https://execed.broad.msu.edu
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

ON-SITE TRAINING

Bring this training on-site 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 517-353-5661 to discuss how you can multiply the benefits of these seminars and save money by bringing these classes on-site.
The Business Process Management Certificate

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

TO ENROLL
By Phone: 800-356-5705
Online: https://is.gd/bpm_18
By E-mail: vescolan@msu.edu

Registration Fees:
Virtual Modules (3): $495
Two-Day Seminars: $995 each
All 2-day seminars include continental breakfast, lunch and all seminar materials.

BEST DEAL!
Entire Certificate: $2,995
SAVE $485 when you register and pay for the entire certificate series in full.

Group Discounts:
Group rate applies when an organization sends 3 or more participants to the same classes.
• 10% for 3 or more
• 5% for 5 or more
• 20% for 10 or more

Enrollee Cancellations will be accepted when made at least 14 business days prior to the seminar and may be subject to a $100 processing fee.

Hotel Accommodations are not included in the seminar fee.

Handicapped Accommodations may be requested by calling Executive Development Programs at 517-353-8711 at least two weeks prior to the seminar date.

BPM ONLINE MODULE OUTLINES:
Essentials of Business Process Management
LIVE WEBINAR
Six hours in three (3) two-hour modules

Module 1: Core Concepts
September 25, 2018
I. The Value Engine
II. Managing Business Processes
III. Business Process Maturity

Module 2: Operational Excellence
September 26, 2018
I. Improving Tactical Results
II. The Three M’s of Process Improvement
III. Sustaining Excellence

Module 3: Sustaining and Leveraging Process Excellence
September 27, 2018
I. Transformation
II. Managing Across Silos
III. Assessing Your Organization’s Maturity

BPM CLASSROOM MODULE OUTLINES:
Process Modeling, Analysis and Redesign
October 15-16, 2018 – Lansing, MI
I. Systems Thinking
II. Process Mapping Toolkit
III. Identifying “Should Be” and “Could Be” Designs

Measuring & Improving Processes
November 13-14, 2018 – Lansing, MI
I. The Customer First
II. Measuring Process Quality
III. Analyzing Performance
IV. Your Improvement Strategy

Process Transformation: Improving and Innovating Performance
December 13-14, 2018 – Lansing, MI
I. Innovation in Business
II. Process Improvement Strategies
III. Process Innovation Techniques
IV. Implementing and Sustaining the “To Be”
LEARN FROM THE BEST

**Paul King**, founder of Orion Development Group, has dedicated the last three decades of his career to helping companies leverage their business processes to achieve dramatic, sustainable success.

Mr. King works closely with client companies to diagnose organization improvement challenges and design facilitative solutions. He is a member of the Association of Business Process Management Professionals. Mr. King received his B.S., CS from Hofstra University.

**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 and Institute of Industrial Engineers.

**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 of the American Society of Quality.

**Joe Brancaccio** is a Process Management Consultant for Orion Development Group. He has more than 20 years of experience in process management, strategic planning, organizational effectiveness and leadership.

Mr. Brancaccio has worked with many Fortune 500 companies. He was directly involved with the ‘Leadership Through Quality’ strategy at Xerox and assisted with the winning of the Malcolm Baldrige National Quality Award. Joe Brancaccio graduated with honors from the U.S. Military School in Fort Knox.

Our instructors and program are registered with the:
COMPANIES WHO SEND PARTICIPANTS TO THESE PROGRAMS:

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

– Project Manager, Venture Behavioral Health

“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

COMPANIES WHO SEND PARTICIPANTS TO THESE PROGRAMS INCLUDE:

Accenture
ACT
Alcoa Howmet
Arrow Uniform
ASK
Auto Owners Insurance
Bio Techne
Bissell Homecare
Bloomfield Hills Financial
C. H. Robinson
Candlewood Suites Hotel
Cargill Inc.
Champion Home Builders, Inc.
Christian Reformed Church in NA
City of Aspen
Consumers Credit Union
Consumers Energy
Dart Container Corp.
Dawn Food Products
Detroit Athletic Club
Dewpoint
DeWys Manufacturing, Inc.
Disher Design & Development
DMB Office of Retirement Services
DPT Solutions
Due-Gard
Ferris State University
FEV, Inc.
FinCor Construction
First Solar Inc.
Ford Motor Company
Genesee County Road Commission
GKN Driveline
Global Marine Insurance Agency
Grand Rapids Community College
Great Lakes Caster
GreenPath, Inc.
GreenStone Farm Credit Services
HCL America, Inc.
Henry Ford Health System
Hill Country Titles
Holland Awning Group
Hope Network
Huntington Technology
INGHAM Intermediate School District
Isuzu Mfg. Services
ITS Partners, LLC
JHP Pharmaceuticals, LLC
John E. Hunt CPA
Kellogg Company
Kentwood Office Furniture
LAFCU
Lansing Board of Water and Light
Lansing Ophthalmology
Lear Corporation
Linwood Mining and Minerals Corp.
MBI International
Meijer
Merrill Iron & Steel, Inc
MESSA
Michigan Department of Treasury
Michigan Department of Education
MPHI
MTU Onsite Energy
Nationwide Insurance
Newaygo Medical Care Facility
Nexcare Health Systems, LLC
Oakland Schools
Our Sunday Visitor, Inc.
Passport Health Plan
Performance Systematix
Plante Moran
Pleune Service Co.
Plunkett & Cooney, P.C.
ProLegal Systems
ProTrans International
RBC Ministries
Riverun Consulting
S Group Automotive
Schoolcraft College
Spire Integrated Systems
State of Michigan DTMB/ORS
Steelcase
Symmetry Medical
Universal Forest Products, Inc.
Whirlpool Corporation