

LED 02



LED 02 - Measuring Processes

Prerequisites

LED-01

Duration

3 days

Course description

Measuring process performance is a central activity in BPM. It pinpoints current issues, facilitates comparisons with better practices, and is essential for comparing alternative improvement scenarios. The development of a culture of process-based management often fails in the change from project mode to business-as-usual because of a lack of effective process performance measurement.

Measuring processes is a prerequisite to improving and managing them. Despite this compelling case for sound process metrics, process measurement is often neglected. This two-day course provides valuable insights into the discovery, definition and management of effective process performance measures. In addition, the course gives students the basic statistical analysis tools that facilitate meaningful analysis of process performance data.



After this course you will understand

- the business case for process measurement
- process vs functional measures
- what to measure to effectively track process performance
- who is accountable for process measurements
- process measurement failure models
- basics of statistical analysis
- relationship between BPM culture and measurement
- implications of process vs resource efficiency.

You will learn how to

- use the different types of process measurement
- undertake reliable statistical analysis
- identify and use effective business process measurements
- turn collections of data into useful and reliable information
- create useful information from collected data
- use basic statistical analysis
- create effective process measures
- integrate leading edge theory with practical tools based on real world exercises
- use process measurement tools and techniques that can be applied immediately.

The Leonardo Education Curriculum has been carefully designed to develop all of the required capabilities for effective process-based management. There are 14 world class courses in our comprehensive BPM curriculum. They are delivered in Australia and New Zealand by experienced consultant practitioners.

For more information
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