

Achieving Business Excellence - the Process Dimension 'State-of-the Art' Seminar

ISO15504, EFQM, AQA, CMM[®], CMMI[®], Benchmarking, BPR - Confused?

With the plethora of techniques, standards, and methods all reputed to help a business achieve its key desire of delivering against mission critical goals, how can you tell which ones are for you, if any? This intensive seminar is designed to enable attendees to:

- Learn about the key concepts behind the major process management standards and approaches.
- Understand the potential return on investment resulting from these approaches.
- Understand how the approaches can be applied when you outsource parts of your business.
- Be able to build a business case for adopting the method most suited to your current culture and structures.

Objectives

This seminar will :

- Show why benchmarking approaches are pivotal to business excellence.
- Define the core concepts behind current management initiatives.
- Explore the strengths, weaknesses and costs of each approach.
- Discuss the triggers for deploying individual approaches.

Benefits

After attending this seminar you will be able to:

- Select those standards or approaches most appropriate to your needs.
- Build the business case to justify implementing your selected standards and approaches.
- Cut your way through the jargon and understand the key uses of each approach.

Seminar format

This seminar is led by specialists who have used these techniques in practice. To illustrate each approach a case study is used to follow a start-up company from its inception through growth and maturity to re-engineering and eventual reformation.

Deliverables

Each delegate receives a pack containing:

- Copies of all the presentation material used.

Who should attend

- Those with responsibility for the direction and management of business development and services.
- Senior executives and managers who are seeking to optimise their businesses.
- Anyone with an interest in how industry uses standards to achieve business goals.

Contents

- The change landscape and the lifecycle of business change.
- Developing an ISO9001 conformant Quality System.
- Process establishment, improvement, management and methods.
- Process assessment techniques - CMM[®], CMMI[®] and ISO15504 - and capability benchmarking.
- Self-assessment and the business excellence models (Baldrige, EFQM, AQA).
- Business Process Re-engineering in context.
- Establishing an acquisition process for managing suppliers and outsourcing.

*Capability Maturity Model, CMM and CMMI are registered in the U.S. Patent and Trademark Office by Carnegie Mellon University.



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