



Module 3: Business Process Management

Prepared by:

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Module Description:

This Module focuses on the fundamentals of Knowledge Management, Change Management, Business Process Reengineering and Business Process Management. The Module aims to provide managers/decision makers with definitions, concepts, trends, methodologies, processes, frameworks, approaches, designs, models, tools, techniques, technologies, critical success factors, principles, best practices and case studies to help them achieve process improvement and operational excellence.

Module Objectives:

At the end of the module, participants are expected to develop basic understanding of:

- Knowledge Management
- Change Management
- Business Process Reengineering
- Business Process Management

Module Methodology:

This module combines lecture and case analysis. It is assumed that the provided reading materials were read prior to each session. Sharing of actual experiences will greatly enhance the module discussions.

Module Outline:

Day 2	03:00 – 03:15 PM	Snacks
	03:15 – 03:30	Pre Assessment
	03:30 – 04:30	Knowledge Management
	04:30 – 05:00	Case Assignment
Day 3	08:30 – 09:30 AM	Change Management
	09:30 – 10:30	Business Process Reengineering
	10:30 – 11:30	Business Process Management
	11:30 – 12:00	Post Assessment

Reference Links

<http://www.bpmi.org>

Business Process Management Initiative – BPM Standards

<http://www.gartner.com>

Products and Services Analysts & Consultants - Research and Consultancy

<http://www.bennugroup.net>

Global Strategy, Innovation and Business Performance – Consultancy

<http://www.savvion.com>

Business Process Management Software and Services – Consultancy

<http://www.gcn.com>

Government Computer News – Magazine

<http://www.opentext.com>

Opentext Corporation – Enterprise Content Management Solutions

<http://www.capterra.com>

Online Marketplace for Enterprise Softwares

<http://www.bpmenterprise.com>

Business Process Management – Tools and Techniques



<http://www.thefreelibrary.com>

Farlex – Articles and Books

<http://www.brsilver.com>

Bruce Silver Associates – BPM and Content Management Consultancy

<http://www.webMethods.com>

Business Process Management – Softwares and Solutions

<http://www.oracle.com>

Oracle Corporation – Software and Solutions

<http://www.ibm.com>

IBM Corporation – Software and Solutions

<http://www.prosci.com>

Prosci – Research, Software and Solutions