



## BUSINESS SKILLS

### **Business Process Improvement**

**Lean Six Sigma Yellow Belt Certified**

3 & 4 May 2012 - Auckland

### **Building a Successful Business Case**

15 & 16 May 2012 - Auckland | 12 & 13 June 2012 - Wellington



# Business Process Improvement

## Lean Six Sigma Yellow Belt Certified

**AUCKLAND**  
**3 & 4 MAY 2012**

**9.00am - 5.00pm**



**Anita Cunningham,**  
**Quality Business Services Pty Ltd**

Anita Cunningham is an experienced Six Sigma practitioner and consultant. She has extensive Six Sigma project and training experience gained over many years with General Electric (GE). This is further enhanced by her hands-on strategy consulting experience gained with a highly regarded international management consultancy firm.

Her qualifications include Master Black Belt (MBB) certification from GE, Bachelor of Chemical Engineering (Hons.) and an MBA.

She has provided continuous improvement support to a wide range of industries including financial services, resources, manufacturing and software development. Her clients range in size from 500 employees to multinationals.

Recent engagements include a deployment strategy for an ASX100 resources organisation and an independent review of the quality management methodology adopted by an ASX 100 financial services company which was subsequently followed by a training programme in analytical techniques.

**SECURE YOUR PLACE TODAY!**

Phone (09) 912 3616  
Email [register@brightstar.co.nz](mailto:register@brightstar.co.nz)  
[www.brightstar.co.nz](http://www.brightstar.co.nz)

Business Process Improvement (BPI) is a systematic approach to help any organisation optimize its underlying processes to achieve more efficient results.

Benchmark your performance and learn how to improve it using LEAN and Six Sigma methodologies and measure against external standards such as ISO 9000 and CMMI. This seminar is a must attend for any organisation serious about improving performance, internal and external customer satisfaction.

### COURSE OUTLINE

#### Introduction and overview of business process improvement

- Examining the evolution of business process improvement over the last century
- Reasons for implementing business process improvement in your organisation
- How does business process improvement impact on your organisation financially?
- Practical Exercise

#### Key principles of business and continuous process improvement

- Defining internal and external customers
- Customer experience
- Measuring and reducing the costs of poor quality
- Cause and effect
- Variation and process centring
- Change management
- Practical Exercise

#### Integrating process management with business strategy

- Measuring Voice of Customer using the Net Promoter score
- Linking process improvement to strategy
- Implementing business process management
- Practical Exercise

#### How to measure business processes

- Stability
- Centre
- Spread
- Performance (capability)
- Practical Exercise

#### Using Lean to improve business processes

- What is Lean?
- An overview of Lean tools and methodology
- Examples and Case Studies
- When should you use Lean?

#### Using the Lean Six Sigma DMAIC methodology to improve business processes

- What is DMAIC?
- Define: Clearly define the scope and focus of the project using tools such as project charter, high level process map, stakeholder analysis
- Measure: Collect output (Y) & potential cause (x) measures and describe the current performance using process mapping, data collection plans, measurement system analysis, stability charts and histograms
- Analyse: Confirm the critical few root causes using process investigation and analytical tools such as scatter plots, box plots, pareto charts
- Improve: Identify and implement optimum solutions to improve the process using tools such as payoff matrix, prioritisation matrix, change management and process measurement tools
- Control: Ensure the process is in control and sustainable using process control plans
- Examples and case studies
- When should you use DMAIC?

#### Related methodologies

- PDCA/PDSA
- Kaizen
- DFSS

#### Implementing BPI in your organisation

- Critical success factors
- Lessons learned from other organisations
- Examples and case studies
- Options for deployment and considerations
- Assessment of your organisations readiness for BPI
- Creating a deployment roadmap

# Building a Successful Business Case



A business case is a logical, fact-based explanation of the reasons why a new project or idea should go ahead. Today's business environment holds little tolerance for management error and at the same time requires rock-solid accountability for every decision made. It is therefore critical that major projects and new ventures are supported by a water-tight business case.

**AUCKLAND**

**15 & 16 MAY 2012**

**WELLINGTON**

**12 & 13 JUNE 2012**

**9.00am - 5.00pm**

## COURSE OUTLINE:

### Examining and understanding the components of a business case

- An introduction to developing a business case
- Defining the purpose of your business case: What are your objectives?
- Identifying the information that the decision-makers will need
- Establishing the scope and boundaries of your case
- What costs and benefits will be included and over what time period?

### Examining the inter-relationship between risk management and building a business case

- Identifying and assessing operational risks
- Determining the areas of greatest risk within your business case
- Risk classification and grouping of risks
- Determining whether internal controls are appropriate to achieve compliance objectives
- Summarising the risks and ROI

### Conducting a cost/benefit analysis

- Techniques for selecting the evaluation criteria
- Weighing the financial and non-financial benefits of each alternative
- Choosing the appropriate analysis period for benefits and costs
- Conducting practical comparative and tradeoff analyses
- Defining the cost of ownership
- Summarising the results in one page

### What's the ROI? How to quantify real value

- What is ROI and where does financial ROI fit into a business case?
- Techniques for quantifying value
- Creating and calculating ROI metrics
- Creating non-financial ROI metrics
- Calculating financial ROI

### Calculating and interpreting traditional financial metrics

- Selecting the appropriate financial analysis to include in your case
- Demonstrating how and why the "viable alternatives" were selected
- Payback period

- Internal rate of return (IRR)
- Cash flow rate of return
- Accounting rate of return
- Net present value (NPV)

### Using cost-volume profit analysis in a business case

- Using cost-volume profit analysis to help you examine your business operations
- Understanding the relationship between your fixed and variable costs, your volume and your profits
- Examining breakeven analysis
- Examining contribution margin analysis
- Understanding operating leverage
- Profit and loss statements

### Evaluating the finance options for the proposed investment

- Leasing vs. buying
- Working capital
- Cash budgeting

### Techniques for preparing budgets and forecasts

- Accurately identifying unrealistic targets
- Pinpointing the interplay between budgets and forecasts
- Successfully integrating forecasting and budgeting as essential tools for measuring performance
- Incorporating the variables to establish accurate indicators and benchmarks
- Creating an adaptive performance measurement framework

### Packaging and presenting the business case

- Organising information and structuring your business case
- Communicating what decision-makers want to know in a language they understand
- Writing powerful objective statements that leave no doubt about the value
- Using recommendations and conclusions effectively
- Should you include an executive summary?
- Choosing the most important facts and findings for the case summary



**Warren Meyer,**  
Senior Manager,  
KPMG Advisory

Warren's consulting

has included business merger feasibility studies including the creation of a business case for presentation to the board of a publicly listed company, relating to the distribution of product. He has also prepared capital purchase plans which include preparing and submitting cashflows and business plans to financiers and IT project plans, including successful proposals relating to the purchase of financial systems.

Warren's experience includes business advice on a variety of accounting, taxation and IT issues. His industry experience includes transport and logistics operations, professional service organisations, produce import and export activities and the printing industry.

## Inhouse Training Solutions

If six or more staff in your organisation would benefit from training, you should consider our customised in-house solution.

Some of the benefits of our in-house events include:

- Cost effective: save up to 40% on training skills
- Time efficient: flexible timing and locations to suit your needs
- Tailored to your needs: you can provide input into the content in accordance to your unique situation and training needs
- Privacy: you can discuss organisational challenges in confidence
- One day options available
- Proven and highly experienced trainers ensure the best possible ROI on your training investment

To find out more, please call  
**09 912 3610 or training@brightstar.co.nz**



# BUSINESS SKILLS

## Business Process Improvement

3 & 4 May 2012 - Auckland

## Building a Successful Business Case

15 & 16 May 2012 - Auckland  
12 & 13 June 2012 - Wellington

Brochure Code: TF018 | TF019 A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

### First Delegate

First Name (Mr/Ms/Mrs/Miss/Dr) \_\_\_\_\_

Last Name \_\_\_\_\_ Position \_\_\_\_\_

Email \_\_\_\_\_ Mobile \_\_\_\_\_

Business Process Improvement

Building a Successful Business Case

Select City

Auckland

Wellington

### Second Delegate

**SAVE \$500**

First Name (Mr/Ms/Mrs/Miss/Dr) \_\_\_\_\_

Last Name \_\_\_\_\_ Position \_\_\_\_\_

Email \_\_\_\_\_ Mobile \_\_\_\_\_

Business Process Improvement

Building a Successful Business Case

Select City

Auckland

Wellington

### Company Details

Company Name \_\_\_\_\_

Postal Address \_\_\_\_\_ City \_\_\_\_\_

Telephone \_\_\_\_\_ Fax \_\_\_\_\_

Name of Approving Manager \_\_\_\_\_

Position \_\_\_\_\_ Email \_\_\_\_\_

Booking Contact \_\_\_\_\_

Position \_\_\_\_\_ Email \_\_\_\_\_

### FIVE EASY WAYS TO REGISTER TODAY!

**ONLINE:** Visit our website: [www.brightstar.co.nz](http://www.brightstar.co.nz)

**BY PHONE:** (09) 912 3616

**BY EMAIL:** Send to [register@brightstar.co.nz](mailto:register@brightstar.co.nz) including all of the information included on the registration form

**BY POST:** Return completed registration form together with payment to: Conferenz Ltd, Freepost 83430, PO Box 31 506, Auckland 0741

**BY FAX:** Fax completed registration form to (09) 912 3617

### HOW TO PAY

Payment must be received before the course to guarantee your place. Individual registrations are unable to be shared.

Direct Credit payment to our bank account (please post advice of remittance)  
Bank: The National Bank, North Shore Corporate  
Account Name: Conferenz Ltd  
Account Number: 06-0273-0228588-25

Post a crossed cheque payable to Conferenz Ltd

Please invoice my organisation the sum of \$ \_\_\_\_\_  
(GST No. 66-938-654)

My purchase order number is \_\_\_\_\_ (state if applicable)

You can also pay by credit card. Call our Customer Service Team on (09) 912 3616 if you wish to pay by this method, or register online at [www.brightstar.co.nz](http://www.brightstar.co.nz)

Bright\*Star Training is a trading division of Conferenz Ltd.

### What happens if I have to cancel?

You have several options:  
Send a substitute delegate in your place  
Confirm your cancellation in writing (letter, fax or email) at least ten working days prior to the event and receive a refund less a \$300+GST service charge per registrant. Regrettably, no refunds can be made for cancellations received after this date.

Delegates are responsible for their own travel/accommodation bookings and no compensation will be made should the conference be rescheduled or cancelled.

### Incorrect Mailing

If you are receiving multiple mailings or would like us to change any details or remove your name from our database, please contact our Database Department on (09) 379 5892 quoting your customer number.

### Your Privacy

Personal data is gathered in accordance with the Privacy Act. Your details may be passed to other companies who wish to communicate with you offers related to your business activities. If you do not wish to receive these offers, please tick the following circle.

Please Note: Bright\*Star reserves the right to make any amendments that we may deem to be in the best interest of the seminar

### Train the Team and Save

Register any two people from your organisation on any of these two day courses and get a **\$500 discount** off the combined ticket price or register 3 people on any of these two day courses & save \$1000 off the combined ticket price. Bookings must be completed at the same time. For larger bookings call (09) 912 3610 or email [training@brightstar.co.nz](mailto:training@brightstar.co.nz) to discuss further in-house or group training options.

| Course Details                            | EARLY-BIRD SPECIAL<br>Registrations received & paid BEFORE dates below | STANDARD PRICE<br>Registrations received & paid AFTER dates below |
|---|--|---|
| Business Process Improvement (TF018)      | \$1895 plus GST <b>SAVE \$200</b><br>15 March 2012                     | \$2095 plus GST<br>15 March 2012                                  |
| Building Successful Business Case (TF019) | \$1895 plus GST <b>SAVE \$200</b><br>27 March 2012                     | \$2095 plus GST<br>27 March 2012                                  |