



Analyzing & Improving Business Processes

COURSE DESCRIPTION

At the core of any organization are the processes that make up the work accomplished by that organization. The accumulation of activities that take place in each of these business processes is what ultimately determines an organization's success. To improve overall operations, most organizations have initiated various attempts at analyzing and evaluating their existing processes. However, often, the analyses that are conducted are not at a holistic level, do not consider the customer, or fail to focus on the objectives and risks associated with those processes. This means that individuals (including internal auditors) tasked with such analysis are on a constant search for better tools and techniques to be used for business process analysis — whether they are looking for a way to create efficiencies, analyze the work that is being done, or provide better customer service.

This course provides participants with a set of tools and techniques that can be used in any process analysis engagement. In addition, it includes numerous opportunities to apply those tools and techniques in real-world scenarios. The best way to build business process analysis skills is by doing the work, and this course is full of hands-on applications using case studies and the participants understanding of their own processes to apply these tools and techniques often.

For staff auditors, it will provide solid instruction on how the tools can be used to analyze any environment. For auditors-in-charge, it will provide an arsenal of tools that can be used in completing audit assignments. For audit managers, it will provide the information necessary to direct others in completing these analyses as well as demonstrate how to appropriately review the completed work.

COURSE TOPICS

- The Role of Process Analysis.
- Understanding Processes.
- SIPOC Diagrams and RASCI Matrices.
- Process Mapping.
- Customer Mapping.

COURSE INVESTMENT


Member

 IDR 2,500,000

Non-Member

 IDR 3,500,000

COURSE SCHEDULE

Online Training via  ZOOM

 08.30 - 16.30 WIB  2 Days  16 CPE

24 - 25
APR

14 - 15
AUG

13 - 14
NOV

Registration on : www.iaa-indonesia.org