

## 2<sup>nd</sup> module time table: Implementing the improvement of business processes

19.6.2013	TOPIC	GOALS	INSTRUCTOR
9:00-10:30	Strategic view of business process management	<ul style="list-style-type: none"> <li>▪ How to improve business performance through BPM</li> <li>▪ How to connect business strategy to business processes</li> </ul>	dr. Andrej Kovačič
10:30-11:00		Coffee break	
11:00-12:30	Challenges and CSFs of business process change in practice	<ul style="list-style-type: none"> <li>▪ Case studies from Slovene organisations</li> <li>▪ Challenges and CSFs of BPM implementation</li> </ul>	dr. Andrej Kovačič
12:30-13:30		Lunch break	
13:30-15:00	Implementing process organization	<ul style="list-style-type: none"> <li>▪ Business process orientation concept</li> <li>▪ The role of process owners (managers)</li> <li>▪ The role of BPM office</li> </ul>	dr. Mojca Indihar Štemberger
15:00-15:30		Coffee break	
15:30-17:00	Hands-on workshop: Modelling and analysing business processes with iGrafx Process tool and BPMN notation	<ul style="list-style-type: none"> <li>▪ Capabilities of process improvement tools</li> <li>▪ Application of simulation</li> </ul>	dr. Mojca Indihar Štemberger, dr. Jurij Jaklič

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20.6.2013	TOPIC	GOALS	INSTRUCTOR
9:00-10:30	Process automation through ERP systems and BPM Suites	<ul style="list-style-type: none"> <li>▪ Capabilities of process automation tools</li> <li>▪ Challenges in process automation.</li> </ul>	dr. Mojca Indihar Štemberger
10:30-11:00		Coffee break	
11:00-12:30	Measuring business processes: for processes and using	<ul style="list-style-type: none"> <li>▪ The role of process measurement</li> <li>▪ Developing system of key performance indicators (KPIs)</li> </ul>	dr. Jurij Jaklič
12:30-13:30		Lunch break	

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13:30-15:00	Measuring business processes: for processes and using	<ul style="list-style-type: none"><li>▪ Challenges of process measurement</li><li>▪ The role business intelligence (BI) tools</li></ul>	dr. Jurij Jaklič
15:00-15:30		Coffee break	
15:30-17:00	Action plan in my business case	Round table discussion with participants: how they plans to improve business processes	dr. Andrej Kovačič dr. Jurij Jaklič dr. Mojca Indihar Štemberger

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