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Course Name

Engineering Excellence: Mastering Business Process Re-engineering for Operational Success

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Sector Name
Project & Contract Management

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Engineering Excellence: Mastering Business Process Re-engineering for Operational Success

Course Introduction

The Engineering Excellence: Mastering Business Process Re-engineering for Operational Success course is a professional training program designed to help organizations and individuals redesign business processes to achieve higher efficiency, productivity, and operational excellence.

This course focuses on the principles of Business Process Re-engineering (BPR), which involves analyzing existing workflows, identifying inefficiencies, and completely redesigning processes to improve performance, reduce costs, and enhance service delivery.

Participants will learn how organizations apply process improvement methodologies to eliminate redundant tasks, streamline operations, and integrate modern technologies such as automation and digital transformation tools. The course also highlights how engineering principles can be applied to optimize business systems and operational structures.

A key part of the program is understanding how to conduct process analysis and mapping, identify bottlenecks, and design improved

workflows that align with strategic business goals. Learners will also explore change management techniques to support smooth transitions during process redesign.

The course further covers performance measurement systems, operational efficiency metrics, and continuous improvement frameworks such as Lean and Six Sigma. Participants will gain insights into how organizations achieve cost reduction, quality improvement, and faster service delivery through structured process redesign.

This course is ideal for business analysts, operations managers, engineers, consultants, and professionals involved in organizational development, process improvement, and operational strategy.

By completing this course, learners will develop the ability to analyze complex business systems, redesign inefficient processes, and implement sustainable improvements that drive operational success and engineering excellence across industries.

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Target Audience

✓ Operations Managers
✓ Engineering Managers
✓ Process Improvement Managers
✓ Project Managers
✓ Production Managers
✓ Quality Assurance Managers
✓ Continuous Improvement Managers
✓ Program Managers
✓ Industrial Engineers
✓ Business Process Managers

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Learning Objectives

- ✓ Understand the core principles of Business Excellence (BE) and how to apply them to BPR efforts.
- ✓ Integrate business excellence frameworks into the strategic planning process.
- ✓ Align operational and engineering processes with overarching organizational goals.
- ✓ Foster a culture of continuous improvement and quality.
- ✓ Leverage data analytics to uncover process inefficiencies and improvement opportunities.
- ✓ Conduct effective research to evaluate and optimize engineering and operational processes.
- ✓ Understand key performance indicators (KPIs) and use them to measure and track progress.
- ✓ Map and model current business processes using BPM tools and techniques.
- ✓ Identify bottlenecks and inefficiencies in business processes and prioritize them for improvement.
- ✓ Apply BPM frameworks and methodologies (e.g., SIPOC, BPMN) to redesign and optimize processes.
- ✓ Implement optimization techniques to streamline operations and enhance process efficiency.

- ✓ Establish a continual improvement mindset using Lean, Six Sigma, and other optimization methods.
- ✓ Create systems to monitor performance and ensure sustainable process improvement over time.
- ✓ Manage and lead BPR projects from inception to completion.
- ✓ Engage stakeholders, communicate effectively, and manage change during BPR implementation.
- ✓ Develop an action plan to implement BPR within an engineering or operations context.

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Course Outline

✓ Day 01

Introduction to Business Process Re-engineering (BPR)

- ✓ Overview of Business Process Re-engineering
- ✓ The importance of BPR in the engineering and operations sector
- ✓ Key principles and components of BPR
- ✓ The role of managers in successful BPR implementation
- ✓ **Case study analysis:** Reviewing a successful BPR initiative in an engineering context

Business Excellence Strategy

- ✓ Introduction to Business Excellence (BE) models (e.g., EFQM, Malcolm Baldrige)
- ✓ Integrating BE into the BPR framework
- ✓ Setting organizational goals and aligning them with operational processes
- ✓ Building a sustainable culture of business excellence
- ✓ **Workshop:** Aligning business process goals with BE principles

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Course Outline

✓ Day 02

Introduction to Data Analytics & Research for Process Improvement

- ✓ Understanding data analytics in process management
- ✓ Identifying key performance indicators (KPIs) for process optimization
- ✓ Using data-driven decision-making to identify bottlenecks and inefficiencies
- ✓ Conducting research for continuous improvement
- ✓ **Group exercise:** Setting up KPIs for a business process improvement project

Business Process Mapping and Management (BPM)

- ✓ Introduction to Business Process Management (BPM)
- ✓ Key BPM tools and techniques (e.g., SIPOC, BPMN, Flowcharts)
- ✓ Process mapping for understanding and analyzing workflows
- ✓ Identifying and prioritizing process improvements
- ✓ **Hands-on session:** Mapping an existing business process using BPM tools

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Course Outline

✓ Day 03

Process Analysis and Improvement Methodologies

- ✓ Analyzing processes through the lens of Lean and Six Sigma
- ✓ Introduction to value stream mapping and waste identification
- ✓ DMAIC methodology for improving engineering processes
- ✓ Continuous Process Improvement (CPI) and Kaizen
- ✓ **Workshop:** Conducting a DMAIC analysis on a selected process

Optimization Strategies and Tools

- ✓ Strategies for process optimization.
- ✓ Tools and techniques for optimizing workflows and reducing cycle times
- ✓ Best practices for optimizing engineering and operational processes
- ✓ The role of technology in process optimization
- ✓ **Hands-on exercise:** Optimizing a process through resource reallocation and automation

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Course Outline

✓ Day 04

Implementing Continuous Improvement with Lean and Six Sigma

- ✓ Lean principles and Six Sigma methodologies for continual improvement
- ✓ How to sustain a continuous improvement culture in operations and engineering
- ✓ Utilizing Kaizen and PDCA (Plan-Do-Check-Act) for ongoing process monitoring and refinement
- ✓ Measuring and tracking progress using performance indicators
- ✓ **Workshop:** Using the PDCA cycle to address process challenges
- ✓ **Group activity:** Applying Lean principles to an ongoing improvement project

Change Management and Stakeholder Engagement

- ✓ The role of change management in business process re-engineering
- ✓ Engaging stakeholders throughout the BPR process
- ✓ Overcoming resistance to change in engineering and operations teams
- ✓ Managing communication during process transformation
- ✓ **Role-playing exercise:** Communicating a BPR initiative to team members

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Course Outline

✓ Day 05

Monitoring, Controlling, and Sustaining Process Improvement

- ✓ Establishing mechanisms for monitoring process performance post-BPR
- ✓ Using performance dashboards and real-time data to track improvements
- ✓ Correcting course when process performance deviates from expectations
- ✓ Ensuring long-term sustainability of process improvements
- ✓ **Workshop:** Creating a performance dashboard for ongoing process monitoring

Integrating BPR into Strategic Operations Management

- ✓ Aligning BPR efforts with long-term organizational strategies
- ✓ Scaling BPR initiatives across multiple departments and teams
- ✓ Embedding BPR into the organization’s operational framework
- ✓ Finalizing a strategic action plan for BPR implementation
- ✓ **Group exercise:** Developing an organization-wide BPR action plan

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
May 10, 2027	May 14, 2027	5 days	4250.00 $	UAE , Dubai
Oct. 10, 2027	Oct. 14, 2027	5 days	4250.00 $	KSA , Riyadh
Nov. 9, 2026	Nov. 13, 2026	5 days	5950.00 $	switzerland , Geneva
March 15, 2027	March 19, 2027	5 days	4250.00 $	UAE , Abu Dhabi

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