NIPAM
NAMIBIA INSTITUTE OF PUBLIC ADMINISTRATION AND MANAGEMENT

BUSINESS PROCESS RE-ENGINEERING

The changes brought about by covid-19 in 2020, have changed human behaviour creating new expectations to production and service delivery. Companies, organisations and governments are expected to evolve with the changing customer and citizen expectation to remain relevant in the new normal. Business process reengineering course offers in-depth knowledge and practical skills on how to improve processes in service delivery to customers / citizens, it aims at cutting cost, improve quality of service and turnaround time. Through this training organisation would be able to set and maintain new improved service standards to meet client expectation.

Venue:	Windhoek, NIPAM Campus
Duration:	Five (5) Days

COURSE LEARNING OUTCOMES

With all time high public demand for efficient public services and quality products across all Industries and organisations, compounded with stiff competition due to globalisation, it has become inescapable for the public sectors and industries to review the way they do business in order to meet the expectations of the citizens or customers and remain competitive in the world market. Business Process Reengineering is a Namibian reform initiative to radically improve the processes to deliver efficient services and products. This programme is designed to equip participants with skill and knowledge to successfully implement the BPR reform initiative by designing new processes that radically improve turnaround time, reduce cost, improve quality and improve the profitability.

WHO SHOULD ATTEND?

The target audience are the process owners, supervisors, subject matter experts (SME) at different levels, senior executives, individuals from reengineering teams, managers from business units, corporate planners and quality assurance managers.

COURSE CONTENT

Module One: Process Planning & Governance
Module Two: Process Analysis & As-Is Process Mapping
Module Three: Process Design /Redesign
Module Four: TO-BE Process Mapping & Implementation

For enquiries please contact:
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