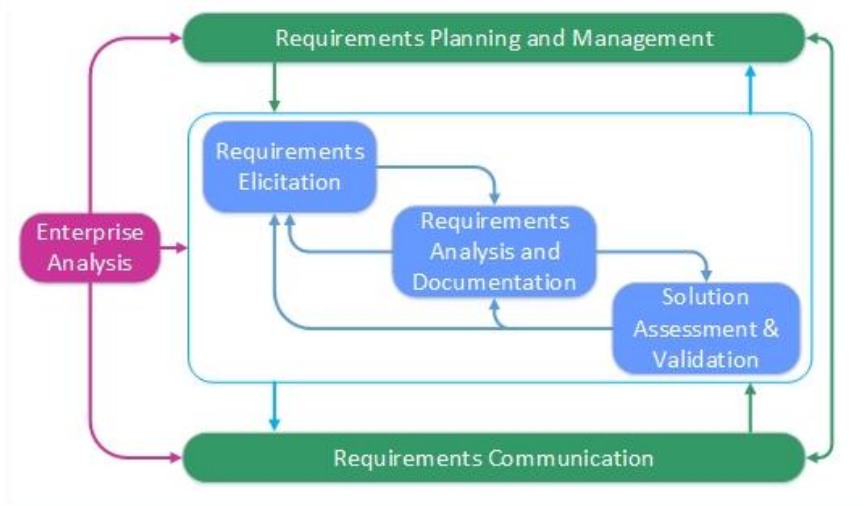# Inspiring Business Analysis Training

About Business Analysis

Why do business requirements always surface after you deliver your product? Clients seem to constantly change their mind - you deliver what your customer asked for, but they still don't like it. It seems the only constant when it comes to business analysis is that things keep changing. Maybe it's time to increase the requirements analysis skills in your organization with 'inspiring' business analysis training courses.

About Inspiring Projects

Inspiring Projects, a division of Aspire Australasia Pty Ltd, was established to support best practice in all aspects of project delivery. We offer training throughout the Asia Pacific region. Our consultants and trainers have had over 30 years' experience in business modelling and business analysis in real programmes and projects, and we bring this deep experience to our courses.

About our training

Our business analysis training and skill development services help you structure, simplify, and succeed with requirements. Inspiring training solves business problems by combining industry best practices, a proven, practical approach, and an engaging delivery to make it work for you.

All of our training is aligned with the *Business Analysis Body of Knowledge*® (*BABOK*®) Version 2.0. Our trainers and training materials are regarded as among the best available in Australasia. We incorporate the latest research in effective learning into our approaches. In support of the different ways people learn, our courses include a mixture of presentations, hands-on activities, discussions and review sessions.

Additional support

We can deliver any of our courses in-house, and customise our courses to better suit your needs. We also provide ongoing coaching and mentoring support, as well as in-depth consulting and project support services.

Contact us

To learn more about how our business analysis services can benefit you, or to register on one of our courses, or for more information or a quote, call us now on 03 9015 9459, email training@InspiringProjects.com.au or visit www.InspiringProjects.com.au.

Business Process Improvement

Course Code	BANI2
Overview	Perhaps no other skill can yield such immediate results and payback than learning how to improve business processes. This course explores the need for a business process focus, the essential steps for process improvement, and the critical success factors for making the effort successful. It provides a practical framework for improving process and describes many tried and true process improvement concepts and techniques. Lastly, it provides valuable tips and techniques to introduce process changes effectively, to get the most from your process improvement effort. Presented in a methodology-neutral way, participants can easily apply the knowledge and skills to any environment, and use the techniques immediately upon leaving class.
Course Objectives	By the end of this short course, participants will be able to: • Describe the purpose, benefits, and critical issues of Business Process Improvement (BPI); • Name several critical success factors that lead to effective BPI, and describe how to utilize them; • List the essential components and steps of process analysis; • Employ industry-standard techniques for analysing the root cause of process problems, such as Fishbone Diagrams, Pareto analysis, Inter-Relationship Diagrams, Value Stream Analysis, etc; • Discover appropriate metrics for analysing business processes that provide sufficient insights into process effectiveness; • Use process maps to discover and analyse process problems; • Design new processes using lean techniques that eliminate waste and maximize business value, using three standard objectives to optimize process design; • Identify the parts of a process that give rise to functional requirements for projects that automate processes; • Discuss the importance of monitoring and managing processes; • Choose critical metrics for the ongoing monitoring of process performance and efficiency, including the use of Business Intelligence for monitoring and reporting; • Describe and develop a control plan to assure the continued effectiveness of processes; • Describe the components of an industry-standard Business Process Management framework and how BPI fits into it; • Identify process risks and how to mitigate them; • Discuss the interdependence of people, processes, and systems and how it relates to effective introduction of process changes; • Facilitate the introduction of process change in the organization, using accepted and practical techniques; • Describe how impact analysis can help to understand true cost of change when planning for change introduction; • Use effective motivation to increase your chances of success when introducing process changes; • Make consulting-like process recommendations that get adopted and accepted.
Who Should Attend	Process analysts, business analysts, project managers, business process owners, general business staff, and anyone who needs the skills to improve and/or manage business processes
Prerequisites	Experience or training in modelling or mapping business processes. The Business Process Modelling course satisfies this prerequisite
Course Content	This workshop covers: • Business Process Improvement (BPI) Foundation: challenges of improving processes; benefits; a business activity formula for improvement; justifying the cost; continuous process improvement ; critical success factors (CSF's); a framework for Business Process Management (BPM); • Business Process Analysis - Metrics: why measure?;metrics/measurements; understanding variation; metrics best practices; • Business Process Analysis – Analysis: key areas of analysis: data, process and root cause; three lenses: people, process, or platform; process analysis techniques; • Business Process Design: principles; objectives; techniques; common design flaws; • Transformation Processes: identify and address obstacles; organizational change management curve; change tools and methods; projects a change engines
Included with the course	A comprehensive Delegate Workbook complete with examples and workshop solutions.
Format	To help assimilate the tools and techniques learned, there is a mixture of group and team exercises throughout the course. The use of a realistic case study will help reinforce concepts learned. Students will need to be prepared for a high level of participation
Delivery options	We offer a range of delivery styles and packages for this course. There is no schedule of public courses; the course is generally delivered in-house for groups. Individuals can do this training through our Home Study option (eLearning option coming).
Professional	PMI: 8 PDUs; AIPM: 10 CPD points