Business Process Design

Management Development Center
DePaul University
1 E. Jackson Blvd. Suite 7000
Chicago, IL 60604
Voice: (312) 362-6780
Fax: (312) 362-5893
mdc@wppost.depaul.edu
http://www.depaul.edu/~mdc
Who Should Attend?
Managerial or staff personnel who have or expect to have a significant role in a corporate reengineering or redesign program, or whose responsibilities include process or organizational design.

Why Business Process Design?
The certificate in Business Process Design is a comprehensive 12 week program developed to prepare you to direct and coordinate a major process design or reengineering project in your firm. Emphasis is placed on the roles and responsibilities of all participants, from top management to professional and technical staff. Understanding the design process, developing skills in process design techniques and learning the fundamentals of implementing new or redesigned processes are key elements of business process design.

The Goals
This program is based on the professional body of knowledge in the field of business process design. Its objective is to convey this knowledge and reinforce a thorough understanding of the material through lecture, discussion, assigned problems, and case studies. Through the business process design certificate program, you will:

- **Define** and examine the core methods which facilitate refocusing business processes.
- **Develop** an integrated approach to process design.
- **Learn** techniques to design new processes.
- **Apply** computer simulation techniques to evaluate the effects of various process flow decisions.
- **Understand** the essential principles and benefits of reengineering and benchmarking.
- **Aquire** skills in process mapping, redesign and design problem solving techniques.

The Topics
During this 12-week program, you will explore the topics relevant to business process design, including:

**Module 1 - Establishing a Business Process Perspective**

**Mapping Business Processes** - Create a value added flow analysis for successful process design or redesign which establishes a baseline for all subsequent improvements. Topics include: identifying the essential components of a process, understanding process flow, understanding the concept of value added, constructing a detailed process map and evaluating the amount and type of value added.
Redesigning Existing Processes - Focus on the process map to identify opportunities for improving, redesigning or eliminating inefficient processes. Employ a problem solving methodology for defining the problem, supported by graphic and analytical tools. Analysis of process variability, defect rates, quality levels and process yields, setup/changeover methods and times, task assignments and job designs will be examined as methods for improving processes.

Module 2 - Process Analysis Tools

Computer Simulation and Support - Computer software for graphically simulating process flows will be utilized as a tool for evaluating the effects of different design decisions. Additional computer software training includes programs for developing flowcharts as well as tracking and evaluating quantitative data regarding process performance.

Designing New Processes - Develop a process vision which incorporates an organization's future process state, including identifying customer inputs, process benchmarking, the links between strategy and process vision, process objectives, and process attributes.

Implementing Process Changes - Manage the change process through the roles and responsibilities of key stakeholders in the implementation process. Key stakeholders include top management, the process change advocate, the sponsor and change agents. Requirements for successful operation of the modified process which are examined include: training requirements, performance measures, climate and culture.

Outcomes

- **Meet and Network** with other corporate venture managers, business leaders and DePaul University faculty.
- **Develop** business process design skills, including computer software, reengineering and benchmarking.
- **Comprehend** the role business process design plays in effective corporate strategy and how effective processes can speed product delivery, improve product quality and lower costs in order to transform the organization's processes into a competitive weapon.
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Program Dates

Spring 2002

Not offered this term.

Location/Times

Campus Locations

O'Hare Campus

DePaul University

3166 S. River Road

Des Plaines, IL 60018-4204

Faculty

DePaul University's Management Development Center features professors from DePaul's Department of Management, who teach in conjunction with top business professionals from the Chicagoland area.

Faculty Expertise

James Belohlav, Ph.D.

James Belohlav serves as an Associate Professor of Management in the Kellstadt Graduate School of Business. His fields of interest include creating high performance work systems, benchmarking and best business practices, and the strategic management of organizations. He has served on the Board of Examiners for the Malcolm Baldridge National Quality Award and the Lincoln Award for Business Excellence. Dr. Belohlav received his M.B.A. and Ph.D. in Management from the University of Cincinnati.

Lori Cook, Ph.D.

Dr. Cook is an Assistant professor of Operations management in Kellstadt Graduate School Of Business, DePaul University. She received her B.S., M.Eng. and Ph.D. in Industrial Engineering from the University of Louisville. She previously taught at Southern Polytechnic State University in Marietta, Georgia. She also served as the coordinator for the Master of Science in Quality Assurance (MSQA) graduate program. In addition to teaching she has been involved in consulting and educational activities for various companies. She has held engineering positions with both Armco eastern Steel Division and Kentucky Fried Chicken Corporation. Her current research interests include quality and process improvement, quantitative research methods and operations strategy.
Diane Decker, MBA
Diane Decker is a consultant with Quality Transitions. She has facilitated process improvement teams and taught the use of quality tools in a diverse group of organizations over the last decade. Diane has been an examiner for the Lincoln Award for Business Excellence and has authored articles on managing change and stress. She earned an MBA from Xavier University and a B.S. in Industrial Management from Purdue University.

Phillip Gisi, M.S.
Phillip Gisi has over 15 years of experience in the automotive, commercial, and aerospace industries. His areas of expertise include new product development, process technology, material technology, quality management, and automotive electronics. He has worked in multi-cultural environments and is currently working to effectively implement and improve the disciplines of Project Management in automotive electronics. Phil earned his Masters of Science in Engineering from Ohio State University.

The Cost

Option One - The entire program must be paid for prior to the program start date, at a cost of $1,800.

Option Two - Individual modules may be taken for a fee of $1,000 each. Tuition is due at the start of the module.

Textbooks and materials are included. Tuition deferment options are no longer available. Refunds will be granted on a pro-rated basis determined according to the MDC student handbook, less an administrative fee of $150.