



Introduction

Processes within organisation help standardise the workflow and facilitate collaboration. From time to time, these processes require review due to changes in strategy, external influence, productivity improvement needs or simply due to technology updates.

A methodical approach to review these processes is needed. Join our Business Process Improvement Training and learn the simple and effective steps to help you review your processes and keep your operations efficient. Indeed, these are the same approaches that our Master Trainer used while working with the Singapore Government that brought Singapore to the pinnacle of Digital Government.

Participants will be able to identify improvement opportunities through process management. They will learn a systematic approach to identify process issues, analyse and redesign the process for better streamlining and efficiency, and recommend potential measures to improve work processes to reduce wastage or non-value activities.

Program Outcomes

At the end of this training, participants will be able to:

- Participants understand the meaning concepts of BPI and its benefits;
- Understand how Roles and Responsibilities link to a business process;
- Participants learn how to conduct a Business Process Improvement exercise to improve the performance of the process in terms of time, cost, output, quality to customers;
- Gain an understanding of process mapping, how to construct and interpret a process map;
- Participants can apply the technique to their own department to simplify and improve internal processes; and
- Have a consistent terminology and approach to BPI.

Methodology

The session will be workshop style, packed with mini-knowledge facilitation sessions, paired discussions, presentations, learning activities, individual exercises and group work. Participants will be encouraged to participate and share work and personal related examples. All participants shall receive a comprehensive workbook with the takeaways that can be applied and practised in the workplace.

Program Itinerary

BPI course: Workshop based

Content for the **3 days** will include:

- Understanding the Definition and Terminology of Business Process Improvement
- Understanding the Business Process Improvement Paradigm Shift and the change model to support the change
- Understanding the Business Process Improvement Positioning Concepts
- Understanding the current processes and practices
- The benefits of Business Process Improvement
- Understanding what Modelling, Methodologies and Tools available for Business Process Improvement
- Understanding Change Management in Business Process Improvement
- Understanding of Key Success Factors in improvement or any change projects
- Sharing the Best Practices in Business Process Improvement – taking the real-life experiences

POST-TRAINING COACHING / CASE STUDY (OPTIONAL)

Optional **Post-training Coaching / Case Study** may be arranged separately. This would ensure effective **follow-through** and review of their internal departmental project.

Participants will gain most from this experiential learning and applying the proven techniques in their workplace. Their project will be based on a **real case study**. They may be required to present the completed project to their superiors or sponsors.

Duration

- Three full-day training session

Who should attend

Any business process owners, managers or leaders who would like to review their business process in a methodical approach.

Course Materials

- Full comprehensive learning materials will be provided.
- Pre-and-post course self-evaluation test.
- A '**Certificate of Completion**' will be presented to all participants.

Training Fees

Retail price: BND 800.00 per participant

Medium of Instruction

The course will be conducted predominantly in English Language. Malay Language will be used if necessary.

About the Trainer

We are bringing in **seasoned professional** in the Digital Government field; those that has had direct and practical experiences in the Digital Government implementation. This will be of value especially when sharing the REAL EXPERIENCES about implementation within the public sector digital government transformation.

Sairul Rhymin C.A. Mohamed

He has over 30 years of experience in Telecommunications, People Development, IT and E-Government. Fluent in Technical aspects, Business Management and Finance. He is a professional chartered engineer (Member of the IET). He held senior positions in both the Government and Private sector in Brunei Darussalam.

Apart from many technical projects, he initiated the first phase of strategic transformational changes within TelBru in 2011/2012. He was heavily involved in the first corporatisation exercise in Brunei Darussalam. As Head of E-Government Technical Authority Body (EGTAB) directed by the Prime Minister's Office Brunei Darussalam, he led the team that formulated, launched and implemented the eGovernment Strategic Plan in 2009. Together with the Director of EGNC, he eventually brought significant structural changes to eGovernment landscape in Brunei Darussalam.

Secretary to the E-Government Leadership Forum (EGLF) until April 2010 which is the executive owner for E-Government. The EGLF compose of the Deputy Minister at the Prime Minister's Office as Chairman, the Overall Government CIO and a Permanent Secretary from each Ministry.

As EGLF secretary, he supported EGLF in macro-level strategic reporting and recommending projects for endorsements. Reviewed all ICT project proposals in the government to improve quality of tenders and ensure alignment towards the E-Government strategies / policies before recommending to EGLF for endorsement. He developed standards, policy and guidelines adopted by the E-Government. Formulated a new guideline for Government ICT tender documents with the Attorney General Chambers that significantly cut down the time to create tenders.

He nurtured and facilitated the development of key E-Government projects including business licensing, ICT capacity, central procurement, e-payment, and consolidation of government email. Apart from introducing Enterprise Architecture, OGN and other shared platform / services concepts, he led the team to develop the Business Licensing System specifications together with Ministry of Industry and Primary Resources.

RHYMIN & PARTNERS

COACHING AND CONSULTANCY

For E-Government and BPR, Sairul Rhymin was trained by EGL in Singapore (eGovernment Leadership Centre under the National University of Singapore). The training was supplemented with direct coaching and consultation with experts from IDA International.

Notable Clients under Rhymin & Partners

