



Introduction to Process Based Management: What every organization needs to know about PBM

Process Based Management is an approach to managing an organization from a process-perspective. It is not a method or tool that is applied to improve processes, but a holistic approach to managing all the processes in the organization.

This Introduction provides detail into the 5 aspects of this management approach:

- Promoting a process-based culture and mindset
- Managing end to end business processes to continuously improve time, cost and quality of products and services delivered to customers
- Integrating diverse initiatives into a process-oriented approach
- Linking incentives and compensation to process performance
- Understanding and meeting Customer Expectations

This course is an introduction to the journey which starts with managing a process and moves to managing multiple processes. Some organizations go further, seeing the advantages to evolve to managing the organization from a process perspective. Many organizations that are involved in improvement projects realize their needs to be some management approach to tie it all together: that is what Process Based Management provides. This management approach may not be right for every organization, but this overview provides you with the information to decide if it may be applicable to yours.

Our approach in this online course is to provide you with concepts and examples to see if this approach fits your organization. We provide periodic exercises so you can determine how well you grasp the material. In the end, you decide if this approach could provide value to your organization, and what needs to be done to move forward.

Target Audience: Executives and Managers who can influence and impact the success of process approaches in the organization. Managers involved in organizational change and process improvement projects.

Location: Online, at your Desk

Time Commitment: 2 Hours

Cost: \$200 per user

Copyright ©2010 Process Strategy Group All Rights Reserved
For more information, Contact www.ProcessStrategyGroup.com
Process Strategy Group
Assessments • Training • Workshops • Consulting
Offices in Chicago • Durham