



PROCESS REDESIGN

If you need to radically improve the performance of your business or organisation, then this programme is for you. Using proven tools and techniques – you will be empowered to redesign your critical processes, eliminating waste to deliver maximum value to your customers.

T: +27 51 401 3204 | E: barnardam@ufs.ac.za | www.ufs.ac.za/cbd

 UFSUV |  UFSweb |  UFSweb |  ufsuv

Inspiring excellence. Transforming lives.



PROCESS REDESIGN

ABOUT THIS PROGRAMME

The Covid-19 crisis has taught us that now, more than ever, we must revisit our value proposition, redesign processes to eliminate waste, to deliver value. Systems have changed, actors in the system have changed behaviour with customers looking for even greater value – we are all start-ups again...

This programme is practical in nature, allowing you to utilise the tools and gain the skills to artfully apply these tools while on this programme. A key deliverable – you will generate a Return on Investment for your organisation, while on the programme. You achieve this by redesigning an existing process in your organisation to deliver maximum performance as part of the programme work.

- NQF level: 7
- Credits: 25



Length of Programme

20 Weeks



Time / Week

10 Hours per week



Investment

R20 000.00

This programme is unique in that it combines theoretical concepts and applies them to practical situations in your workplace. This is complemented by engaging with your process redesign coach.

What it covers:

This 20-week programme from UFS Business school will expose you to the many aspects of Process Redesign, it has been developed over many years of practical application and training contexts. What has been learnt over many years is that there is not one right answer.

This programme aims to instil you with the tools, skills and confidence to apply these to any organisational setting. You will develop an understanding that Process Redesign is not a single approach – it takes the best management principles, both past and present, and applies

these in a manner that enables you to achieve the best possible performance from your people and business processes.

You will gain an appreciation of best practices in Systems Thinking, Design Thinking, Problem Solving, World Class Manufacturing, Change Management, Creative Thinking and Implementation techniques.

It culminates in an implementation plan for your redesigned process in your organisation, which will immediately add value.

THIS PROGRAMME IS FOR YOU IF:

- You are a new or experienced business practitioner looking to improve your understanding of business processes and want to further add value to your customers
- You are driven to improve performance of the business that you are in
- You are looking for a Certification of Competence from UFS

Who should take this programme:

This programme is designed to empower executives, managers or analysts with the skills they need to redesign business processes through a proven integrated improvement methodology, irrespective of your current discipline. It cuts across line functions, from marketing, finance, human resources, operations, supply chain and business analysis – this programme is not discipline specific.

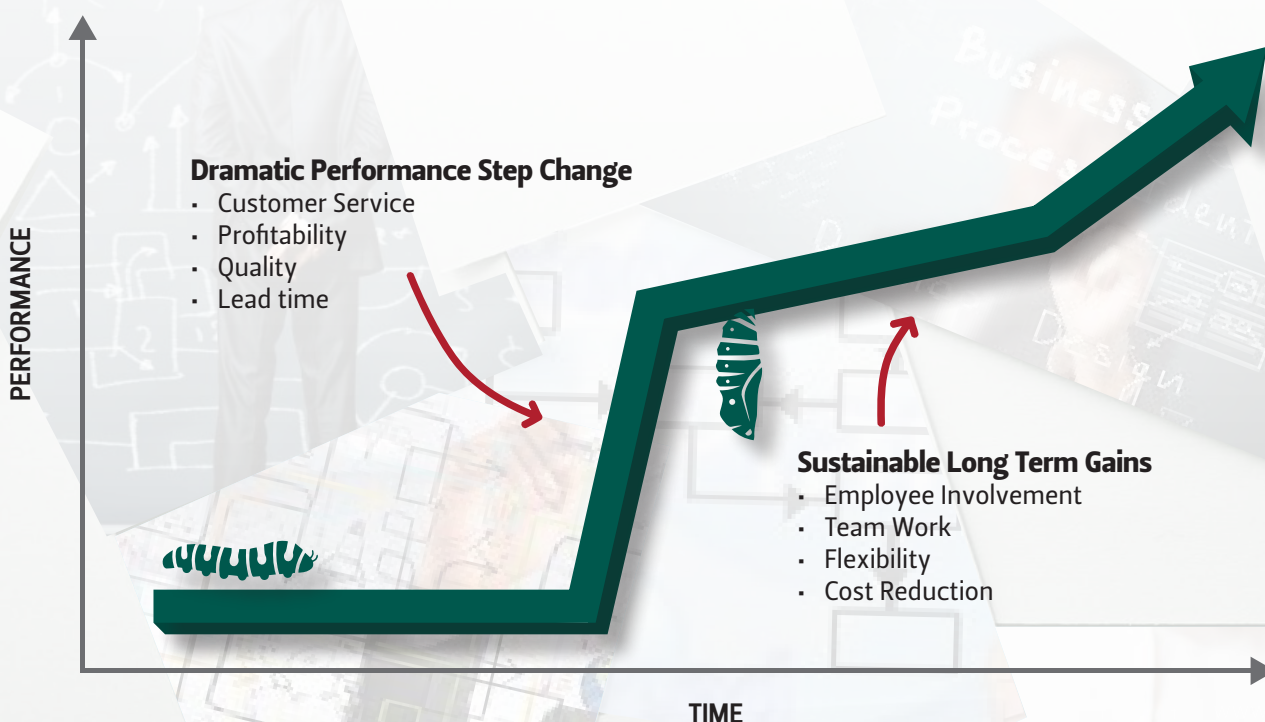
Whether the business you are in is healthcare, agriculture, legal, logistics, financial services, education, NGOs, Government – or any other industry that adds value to their customers through business processes – you will benefit from what this programme has to offer.

Considering this programme instils a mindset focused on “making things better”, through performance improvement, it would be valuable to anyone in a management position, or professionals like business analysts, engineering or project managers.

If you’re looking to adopt and lead the principles of improvement for the benefit of your organisation, no matter what position you hold, this programme is relevant to you.

RADICAL PERFORMANCE IMPROVEMENT

Sustainable benefits in the shortest time frame



What you will learn

Apart from the traditional components such as written study guides (programme notes), this online programme integrates rich, interactive media such as videos, virtual classroom sessions and individual and group learning activities and coaching.

At the end of each module there is a practical application of the learning to your organisation, through redesigning a chosen process.

There are also opportunities for collaborative learning through discussion forums. The following modules contribute to the holistic approach your learning path takes:

Orientation

- Welcome to virtual learning
- Get to grips with your new virtual classroom
- Meet your Programme Teaching Team and get to know your fellow classmates
- Appreciate the value of an Entrepreneurial/Growth mindset

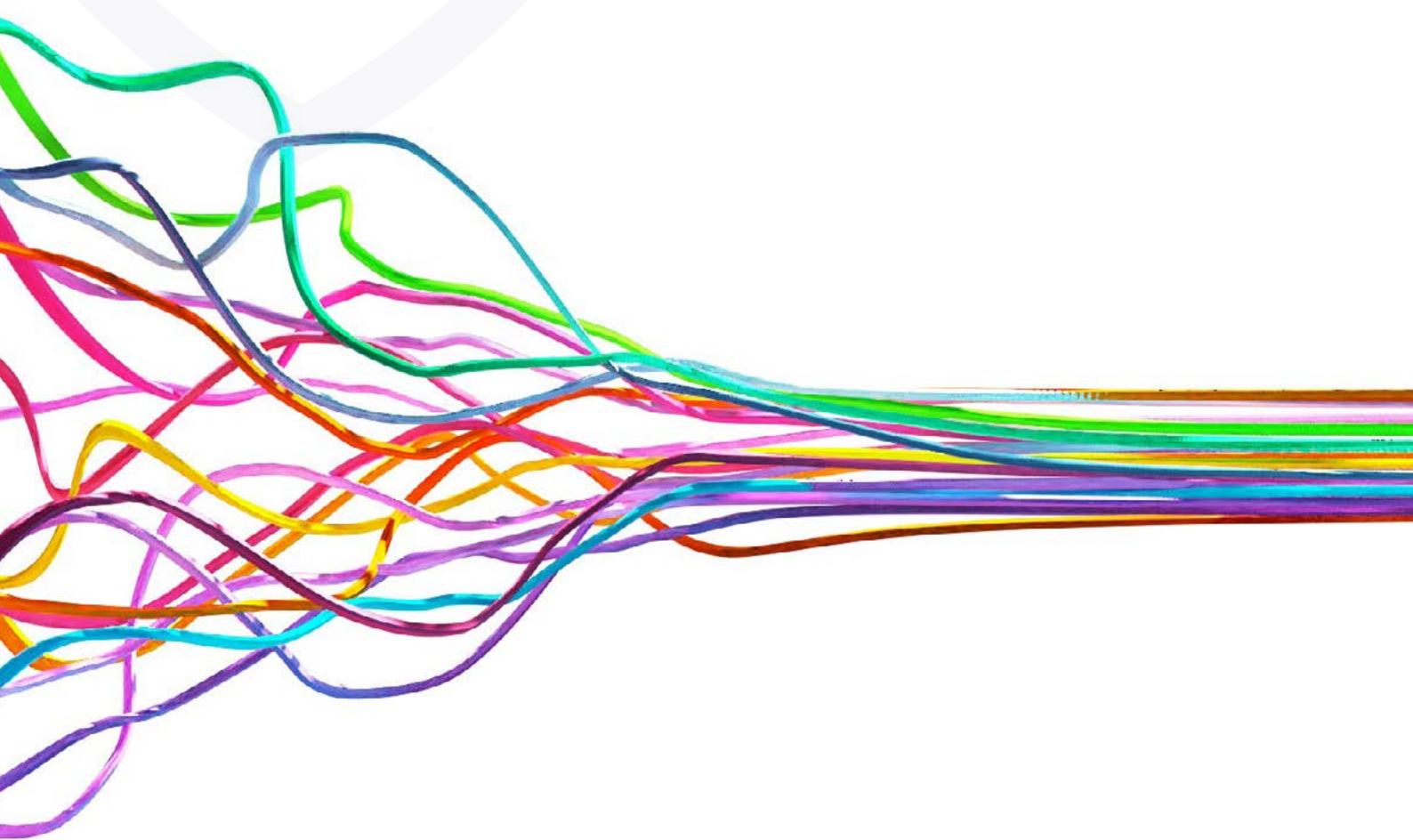


Module 1

Introduction to Systems and Process Thinking – Appreciating that Organisations are systems and processes form a critical part of the organisational system.

- Understand growth and entrepreneurial mindset concepts and putting them into practice
- Have an understanding of Systems Thinking and where and how the concept developed and evolved
- Appreciate that an organisation is a system of interrelated and interdependent parts
- Be able to describe a system / organisation in terms of the SIPOC Model
- Understand the concepts of World Class and GEMBA
- Be able to identify processes within their organisation and begin to understand the need for redesigning existing wasteful processes
- Understand the concepts of breakthrough performance and of Step change as it relates to Process Redesign

Practical Application – Choose your process project along with your project sponsor and a separate mentor



Module 2

Defining, Mapping and Measuring to gain an in depth understanding of your AS-IS Process

- Use Flowcharting to graphically describe an AS-IS Process Map
- Use interviewing techniques to uncover the task level of detail
- Measure processes and appreciate the Value Adding to Lead Time Ratio
- Understand Value Adding, Non-Value Adding and Necessary but Non-Value Adding activities
- Classify activities accordingly

Practical Application – Mapping (Flowcharting) and Measuring my AS-IS Process to the Task Level of Detail

Module 3

Visioning and Redesigning to get to your TO-BE

- Evaluate whether your project has all the elements required to become a successful change project
- Understand the concepts of “mental locks” and have techniques to overcome these in your thinking
- Define the core principles to be applied in process re-design
- Re-design the process in such a way as to be the most effective and efficient process – eliminating all the non-value adding activities
- Estimate key redesigned process parameters and compare these process.
- Flowchart your redesigned process

Practical Application – Redesign the AS-IS and Flowchart the TO-BE Process

WHO YOU WILL LEARN FROM

Chris Rumbell is an Award-Winning Industrial Engineer and Process Redesign expert who has assisted companies to become World-Class Leaders. He has worked across industry sectors in both management and senior consulting positions. An innovative and creative thinker he has excellent analytical skills and enjoys describing and solving unbounded problems. He has developed and delivered innovative training programs for over 20 years.



He has in-depth knowledge of the philosophies, practices, tools and techniques of implementing various World Class initiatives and is driven to achieve results.

This programme has been developed and refined in practical settings over many years, driven by his passion for achieving World Class Performance. It has achieved excellent results across all disciplines and industries.

Chris does not allow the limits of conventional approaches to constrain the outcome. He is the founding partner of N-Compass Knowledge Management, formed in 1998 and has both an MBA and BSc (Eng.) degrees from the University of Cape Town.

Module 4

Developing the Business Case and Planning for Implementation of the TO-BE Process

- Estimate and quantify the benefits of the TO-BE re-designed process
- Balance the redesign with stakeholder requirements to produce World Class Processes that satisfy customers
- Understand the Principles of World Class Project management
- Understand the difference between activity Scheduling and Milestone planning Activity
- Create a Milestone Plan to assist with successful project implementation
- Position Stakeholders and develop strategies for managing Threatened, Undecided and Supportive groupings
- Analyse this risks associated with the project and develop mitigation strategies to counter these risks
- Understand the difference between Measurement and Control

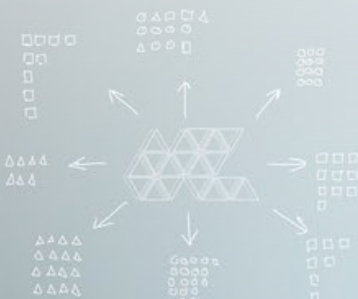
Practical Application - Develop your Implementation Plan and Business Case for your TO-BE Process Redesign Project

Investigate

Implement



Analyze



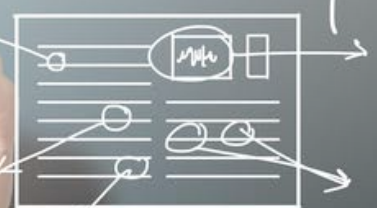
Business

Process Identify

Test



Develop Design



HOW YOU WILL LEARN

Every programme is broken down into manageable, weekly modules, designed to accelerate your learning process through diverse learning activities:

- Work through your downloadable and online instructional material
- Interact with your peers and learning facilitators through class-wide forums and reviewed small group discussions
- Enjoy a wide range of interactive content, including video lectures, infographics, live polls, and more
- Investigate rich, real-world case studies
- Apply what you learn to quizzes and ongoing project submissions, culminating in the development of your own strategic document. Each module is released weekly, allowing a flexible but structured approach to learning. You'll be supported as you engage in individual activities and group discussions, ensuring you feel confident to submit your best work at each weekly deadline.

BASIC REQUIREMENTS

In order to complete a programme, you'll need a current email account and access to a computer and the internet.

You should be familiar with using a computer and accessing the internet, as you may need to read documents in Adobe PDF Reader, view Microsoft PowerPoint presentations, and read and create documents in Microsoft Word. Installing Adobe Flash Player will give you full access to certain programme content, such as interactive infographics. However, you'll still have access to this content in the form of a downloadable PDF transcript if you'd prefer not to use Flash.

BROWSER REQUIREMENTS

We recommend that you use Google Chrome as your internet browser when accessing the Online Campus. Although this is not a requirement, we have found that this browser performs best for ease of access to programme material. This browser can be downloaded [here](#).

ADDITIONAL REQUIREMENTS

This programmes requires additional software and resources. These additional software and resource requirements will be communicated to you upon registration and/or at the beginning of the programme. Please note that Google, Vimeo, and YouTube may be used in our programme delivery, and if these services are blocked in your jurisdiction, you may have difficulty in accessing programme content. Please check with a Programme Coordinator before registering for this programme if you have any concerns about this affecting your experience with digital learning.

