



EARLY BIRD (Save \$200)
Before 30 September 2011

Managing Business Processes and Change

Driving successful business transformation and improvement initiatives

Two-day connected forum and workshop

25 - 27 October 2011

Rydges Melbourne

- >> Process governance
- >> Executive engagement
- >> Culture and sustained organisational change
- >> Enterprise Architecture

Post-forum full-day workshop - Thursday 27, October 2011

Delivering business process improvement and internal capabilities

Stephen Grech, Lean Director, Doing Business Better

Hear from our expert
panel of speakers:

AMP

The University of Sydney

Imre Hegedus Consulting

BPM Link

Medibank Private

The Emotional Economy at Work

City of Marion

Grant Thornton

Predicate Partners

Quality Learning Australia

QSuper

Telstra

Commonwealth Bank of Australia

MJ Consultancy

Supported by:



Produced by:



www.bpmasiapacific.com

Managing Business Processes and Change

Driving successful business transformation and improvement initiatives

While many organisations have successfully introduced process improvement methodologies, most organisations still struggle to deliver sustainable business transformation programs.


In order to achieve business benefits from BPM implementation, a cultural transformation requiring management support, change management and governance is needed. However, many BPM professionals face challenges in accomplishing this in their organisations.

This two-day forum will confront these critical issues and gives attendees the opportunity to hear about:

- Getting senior management to understand the strategic importance of BPM
- Establishing the BPM principles, organisation, governance, tools and skills necessary to undertake process transformation and sustain the benefits
- Engaging stakeholders and establishing a cultural shift when introducing the new business processes
- Enhancing the process maturity of your organisation

Connected Forum Day One - Tuesday, 25 October 2011

8:45 Registration and refreshments

9:15  Chairperson's opening remarks
Imre Hegedus, Managing Director, Imre Hegedus Consulting; Director, BPM Link

9:30 Opening keynote presentation: Improving performance - Managing the enterprise as a dynamic system

- Broadening the perspective of BPM practitioners using systems thinking
- Methods for engaging executives on process-oriented transformation programs
- Exploring the key elements of the enterprise system: insights and practices

 *Imre Hegedus, Managing Director, Imre Hegedus Consulting; Director, BPM Link*

10:15 Outlining the strategic business importance of BPM – An executive's perspective

- Sketching BPM's place in the organisation's strategic management context
- Business process management's impact on business performance improvement, organisational effectiveness and customer experiences
- Drawing senior management and project sponsors' expectations of BPM initiatives

 *Samantha Brignell, General Manager, Process Improvement and Strategy, Telstra*

11:00 Morning refreshments and networking

11:30 BPM in health insurance

- Introduction to BPM and health insurance industry
- How a regulatory change in the United States changed the world of BPM
- Areas to increase efficiency and reduce cost by implementing BPM

 *Sreevidya Nair, Group Lead, Business Systems, Medibank Private*

12:15 Interactive discussion: Obtaining senior management's attention and resources for BPM implementation

Hear a short introduction from the facilitator, and then have the opportunity to participate in the discussion and gain a better understanding of the topic!

- Building a business case for BPM
- Dealing effectively with misunderstanding of senior management
- Creating firm-wide commitment for business process management

Malini Jayaganesh, Consultant, MJ Consultancy

1:00 Networking lunch

2:00 Practitioner case study: Enhancing process maturity in your organisation

- Assessing your organisation's current BPM maturity
- Creating a roadmap for the journey to your determined end goal
- Introducing initiatives to bridge the gap to intermediate milestones

Aleksandar Vranesevic, Principal Consultant, Predicate Partners

2:30 Practitioner case study: Affecting positive change around your process improvement project


- Why you need a change management plan and what aspects you need to include
- Communicating the change to employees and training them
- Dealing effectively with adverse reactions and resistance to change

 *Michael King, Director, Quality Learning Australia*

3:30 Afternoon refreshments and networking


4:00 Modelling our enterprise around 'who we are and what we do at our best': a question of engaging people from the heart

- The engagement crisis in our enterprises today
- The big idea for BPM: engage people in adaptive change, not technical fixes
- Mapping what works in our business processes: appreciative inquiry
- Engage your people to flow emotionally with their work: ten principles for adaptive change
- Mapping the emotional engagement drivers in our dynamic enterprise: AS IS & TO BE systems mapping
- Transformation case studies Marion City Council and Creative Accounting

 *Jeremy Scrivens, Director, The Emotional Economy at Work; Lynne Phillips-Rees, Team Leader General Inspectorate, Marion City Council*


4:45 Chairperson's closing remarks and end of day one

8:45 Registration and refreshments

9:15  Chairperson's opening remarks
Imre Hegedus, Managing Director, *Imre Hegedus Consulting*; Director, *BPM Link*


9:30 Enterprise-wide BPM implementation: QSuper's journey

- Key elements you need to consider for successful BPM implementation
- Educating leaders in what BPM looks like and sustaining their interest and support
- Crucial steps and challenges experienced along the way: what worked and what didn't?

 **Trish Makarian**, Manager, Business Process Management, *QSuper*

10:15 Practitioner case study: Excellence in business process management


- BPM@CBA: objectives, journey, key success factors and lessons learned
- BPM Demo

 **Susanne Rauer**, Enterprise Architecture Executive; **Ricardo Correia**, Enterprise Architecture Executive, *Commonwealth Bank of Australia*

11:00 Morning refreshments and networking

11:30 Practitioner case study: Enforcing good process ownership and governance

- Defining process governance and how it is related to corporate governance
- Creating a governance structure that can help sustain and manage business processes
- Tools and techniques for effective process governance

 **Greg Seaton**, Head of Process Excellence, *AMP*

12:15 Interactive discussion: Providing the process stewardship to implement BPM in the organisation

Hear a short introduction from the facilitator, and then have the opportunity to participate in the discussion and gain a better understanding of the topic!

- What it means to be a process steward/manager


- Where process stewards should fit in the organisation and their relation to functional managers
- Process steward's authorities, responsibilities and communication lines

Malini Jayaganesh, Consultant, *MJ Consultancy*

1:00 Networking lunch

2:00 Practitioner case study: Establishing a BPM culture and ensuring sustained organisational change

- Developing a 'process-culture' in your organisation
- Creating ongoing process management and continuous improvement as a mindset
- Ascertaining ongoing people and system improvement through effective leadership

 **Kimberly dela Cruz Odom**, Programme Manager, Business Process and Change Initiatives, *The University of Sydney*

2:45 Consulting perspective on process engagements


- Challenges of executive engagement
- The value of responsibility matrices
- What type of process are you improving? Managerial or operational
- The importance of 'ownership': a committed project sponsor is key to success

 **Nick Latham**, Senior Manager, Business Transformation, *Grant Thornton*

3:30 Afternoon refreshments and networking

4:00 Concluding interactive discussion: Pulling it all together

- Reflecting on what you've learnt during the two-day forum
- Discussing and summarising the best practices in BPM
- Sharing practical take-away tips and tools to apply in your own organisation

 **Facilitated by: Imre Hegedus**, Managing Director, *Imre Hegedus Consulting*; Director, *BPM Link*

4:45 Chairperson's closing remarks and end of connected forum

Post-forum workshop: Thursday, 27 October 2011


Delivering business process improvement and internal capabilities

Registration: 9.00am
 Workshop starts: 9.30 am
 Workshop ends: 4.30 pm

Facilitator:
 Stephen Grech, Lean Director, Doing Business Better

About the workshop:
 This workshop will deliver a practical, hands-on program focusing on the how to inspire, lead and deliver immediate continuous improvement in the workplace:

- » Provide leaders with an understanding of their role in leading, motivating and implementing process improvement through the engagement of staff
- » Provide hands on practical tools and techniques which leaders can use in the workshop and implement immediately in the workplace
- » Learn how to see opportunities to improve and build capacity to teach other within the team
- » Learn who to engage your team to "be part of the solution"
- » Overview of Value Stream Mapping and 5S in the Office (*brief coverage only*)
- » Overview of the role of focused Change Management plan to support engagement and sustain change (*brief coverage only*)
- » Commence articulating an Action Plan to deploy continuous process improvement in teams

 **About your workshop leader:**
 Stephen Grech is a process and productivity improvement specialist and the Lean Director of Doing Business Better Pty Ltd which is a process and productivity improvement company based on Lean Thinking principles. Stephen has implemented many Lean, Six Sigma, 5S in the Office and Lean organisational improvement projects in the public and private sectors that has saved business significant time and money.

Stephen has trained over 700 people across private sector firms, state, federal and local government agencies across Australia including the Attorney General's Department, Australian Customs and Border Protection, Queensland Government, Department of Human Services, Stawell Hospital, VHIA, GrainCorp, Me Bank, Alerton, Pakaflex and Warragul Linen.

5 WAYS TO BOOK YOUR PLACE AT THIS EVENT

PHONE: +61 1300 550 662
+61 (02) 8913 4000

FAX: +61 1300 550 663
+61 (02) 8913 4099

EMAIL: aga@arkgroupasia.com
WEB: www.arkgroupaustralia.com.au

POST: Send the completed registration form to Ark Group Australia Pty Ltd, Main level, 83 Walker Street, North Sydney, NSW 2060

Managing Business Process and Change

25 - 27 October 2011, Rydges Melbourne

AG-WEB

PUT YOUR DETAILS HERE (PLEASE PRINT):

ORGANISATION NAME

POSTAL ADDRESS

STATE

POSTCODE

FAX

PHONE

	Connected forum + Workshop	Two Day Connected Forum	Full-day workshop
Standard pricing	<input type="checkbox"/> Save \$100 \$3490+ GST = \$3839	<input type="checkbox"/> \$2595 + GST = \$2854.50	<input type="checkbox"/> \$995 + GST = \$1094.50
Early bird (exp: 30/09/2010) Not valid with any other offer	<input type="checkbox"/> Save \$300 \$3290+ GST = \$3619	<input type="checkbox"/> Save \$200 \$2395 + GST = \$2634.50	<input type="checkbox"/> Save \$50 \$945 + GST = \$1039.50
Member discount (exp: 30/09/2010) I am a member of ACS, EII, IIM, ASTC (NSW, VIC)	<input type="checkbox"/> Save \$450 \$3140 + GST = \$3454	<input type="checkbox"/> Save \$300 \$2295 + GST = \$2524.50	<input type="checkbox"/> Save \$100 \$895 + GST = \$984.50

Delegate	Name	Job title	Email address
1st			
2nd			
3rd			
4th FREE			

Signature

I have read and accepted the booking conditions

Please note: Payment must be received in full prior to the event to guarantee your place

Mastercard Visa American Express

Card number

Expiry date

Cardholder's name

Cardholder's signature

Payment enclosed (Cheques should be made payable to Ark Group Australia Pty Ltd)

Please invoice me

Booking conditions

- Bookings can be submitted at any stage prior to the event, subject to availability. A limited allocation is being held and booking early is therefore recommended. In the event of the booking not being accepted by Ark Group Australia the total amount will be refunded.
- Payment must be received in full prior to the course.
- All speakers are correct at the time of printing, but are subject to variation without notice.
- If the delegate cancels after the booking has been accepted, the delegate will be liable to the following cancellation charges:
 - Cancellations notified over 45 days prior to the event will not incur a cancellation fee.
 - In the event of a cancellation being between 45 and 30 days prior to the event, a 20% cancellation fee will be charged.
 - For cancellations received less than 30 days prior to the event, the full delegate rate must be paid and no refunds will be available.
- All bookings submitted by e-mail, fax, or over the telephone are subject to these booking conditions.
- All cancellations must be received in writing.
- Ark Group Australia will not be held liable for circumstances beyond their control which lead to the cancellation or variation of the programme.
- All bookings, whether Australian or overseas will be charged Australian GST at the prevailing rate at the time of booking.
- Delegates are responsible for their own travel, accommodation and visa requirements.

We occasionally allow reputable companies to mail details of products we feel may be of interest.

If you do not wish to receive this service, please tick this box

D083

Event venue and accommodation

Preferential rates are available at Rydges Melbourne.

Please contact the hotel directly to make your reservation, quoting 'Ark Group Australia' as your reference.

Rydges Melbourne

186 Exhibition Street

Melbourne VIC 3000

(03) 9662 0511

Sponsorship or Exhibition Opportunities

If you are interested in sponsoring or exhibiting at this event please contact Bhuwan Rai

Phone: 1300 550 662

Email: aga@arkgroupasia.com