

BUSINESS PROCESS REDESIGN

Onsite — 2 days

In line with the demands of business competition, many companies realize that the superiority of technology and the products produced alone can no longer be relied upon as a source of advantage in competition. Therefore, to win market competition, various companies develop their differentiation through service elements that increasingly pamper their consumers. Consumer satisfaction and loyalty are the focus of attention in winning the competition. Business Process Management is a relatively new flow of management practices, especially for the business community in Indonesia.

Business Process Redesign (BPR) focuses on designing and improving the quality and effectiveness of all core processes/activities of the company that occur in cross-functions that lead to improving the quality of service to customers.

This two-day program presents discussions on how to improve the design of core business processes to be more effective and focus on customer satisfaction, and by using the experience of best practices or world standard companies, participants are expected to be able to get ideas on how to measure the effectiveness of core business processes that occur in their companies.

In addition, this program assists managers in conducting business process analysis needed for efforts to improve the effectiveness of core process / activity design in their companies.

Learning Objectives

- Gain new horizons on how to manage business activities horizontally - cross-functionally, thereby helping companies avoid the possibility of fragmentation of coordination of core processes as occurs in vertical-functional management systems that are generally applied
- Decompose business processes in their company into a process hierarchy system, so that participants can determine core processes, which will then become the focus of the business improving the quality and effectiveness of the process including determining who should be the process owner responsible for controlling it
- Provide a practical overview of the steps needed in developing the design of HR management and business processes horizontally in his company

Learning Scope

Day 1

- Can We Beat World Class Company?
- What is Business Process Management?
- Excellent in Improvement
- Excellence Improvement
- Types of Performance Improvement

Day 2

- Integrative Business Process Improvement
- Management System for Improvement
- Road to Achieve the Best Practice

Learning Methods

- Lecturing
- Sharing Best Practice
- Short Film
- Group Discussion

Participants

- Senior managers
- General managers
- Management consultants

Consultant



GERHARD SITANGGANG

Gerhard is an expert in performance management and value innovation. Gerhard has conducted corporate training, project coaching and consultancies for business and strategic in the industry of automotive, healthcare, and resource-based industry. He has abundant experience in facilitating strategic planning, organizational behavior, culture development, and business models.



RUBEN SARAGIH

Ruben has expertise in leadership, performance management, and business processes. He is a founder of Indonesia Happiness Club. Ruben has 20 years of career experience in a variety of large companies ranging from services, retail, distribution, and manufacturing which in the last 5 years at the level of directors.

**Subject to availability*

Tuesday - Wednesday

08:30 - 16:00 WIB

25 - 26 November 2025

Investment

IDR 7.000.000,-

Subject to 11% VAT.

Early Bird:

- Investment fee deduction of 10% for payments made 5 (five) days prior to the program commencement
- For corporate partnership or deals, please contact our Business Partnership Officer +62 811-1991-1168 (Phone/Whatsapp)