



## Business Process Optimization

Participants must complete a minimum of three (3) required courses to earn the Business Process Optimization certificate.\*\*

Required Courses (Select all three)		
R	<p><b>Introduction to Business Process Optimization (2.5 CEUs)</b></p> <p>Business Process Optimization (BPO) involves the integration of proven business improvement methodologies with emerging leading practice to drive organizational performance through optimization of business processes. In contrast to many improvement models in use today, BPO provides a framework for process optimization that is both flexible and adaptable to an organization's unique needs and vision.</p> <p>This course will provide participants with an understanding of the components of the Business Process Optimization framework and an awareness of the methodologies, tools and models that serve as its core elements. Participants will be introduced to business process architectures, process maturity models, business improvement standards such as ISO 9001 and ISO 14001 and business improvement methodologies such as lean and six sigma. Students will also be introduced to the key steps involved in building a BPO framework that satisfies the needs of their organization.</p> <p><b>Prerequisites — Classes or Knowledge Required for this Course</b> There are no prerequisites for this course.</p>	\$725/\$652.50*
R	<p><b>Linking Strategy to Business Process Optimization (3.0 CEUs)</b></p> <p>Building on the concepts developed in Introduction to Business Process Optimization, this course will look at the key steps involved in developing and deploying a strategy that promotes and sustains business process optimization. Key topics will include strategy development, mapping, monitoring and execution. The focus will be on identifying the right "fit" of methods and tools given an organization's competitive situation, culture, capabilities and strategic direction. The basic steps involved in assessing the current state, identifying the gaps, designing an appropriate BPO strategy, and then executing the strategy will be explored along with methods for measuring progress and performance including the development of corporate dashboards and scorecards.</p> <p><b>Prerequisites — Classes or Knowledge Required for this Course</b> Students should have completed Introduction to Business Process Optimization prior to taking this class.</p>	\$725/\$652.50*

R	<p><b>Organizational Transformation (3.5 CEUs)</b> Organizational Transformation involves the management of complex change within an organization, including the integration of its strategy, business processes, IT infrastructure, risk management, project management approach, training and culture. Using a systems approach, the course will provide a general framework for implementing large organizational transformation. This course will provide participants with the knowledge to properly plan and lead a transformation project.</p> <p><b>Prerequisites — Classes or Knowledge Required for this Course</b> It is recommended that students take Introduction to Business Process Optimization and Linking Strategy to Business Process Optimization prior to taking this class, however this class may be taken at any time.</p>	\$725/\$652.50*
<p><i>*Enroll as a certificate program member (\$50 membership fee) to receive a 10% discount on each course in your program.</i></p> <p><i>** Certificates must be completed within 5 years; classes completed more than 5 years ago may not be applied toward the certificate.</i></p> <p><i>Email <a href="mailto:ppat@emich.edu">ppat@emich.edu</a> or call 734.487.2259 to request a Certificate Program Application.</i></p>		