

Seminar Enrollment Details

By FAX Fax your completed enrollment card to **732-932-4703**.

By E-MAIL ccpd@rci.rutgers.edu

By PHONE Call us at **732-932-1458**.

By MAIL Mail your completed enrollment card (including the registration #) to:
Rutgers, The State University of New Jersey
Center for Continuing Professional Development
55 Commercial Avenue, Suite 201
New Brunswick, NJ 08901-1340

By WEB <http://ccpd.rutgers.edu>

Seminar Fee: \$1295 per two-day seminar. The fee includes continental breakfast, lunch and breaks each day as well as all seminar materials. See Registration Form for Series Discount.

Webinar Fee: \$250 per webinar. See Registration Form for Series Discount.

Method of Payment: Payment is expected at the time of registration. Credit cards, purchase orders and checks are accepted.

Cancellation Policy: Enrollee substitutions are always accepted. Refunds, less a \$200 processing fee, will be given if cancellation notice is received at least 14 days prior to the seminar. Less than 14 days advance notice will result in forfeiture of entire fee.

Hotel Accommodations are not included in the seminar fee; however, lodging is available at the University Inn and Conference Center at Rutgers. For information and reservations, call **732-932-9144** and refer to this seminars for a special rate. Call 732-932-1458 for additional information on hotel accommodations in Jersey City.

Accessibility: If you are an individual with a disability and will need an accommodation, please contact Margaret O'Donnell via email ccpd@rci.rutgers.edu, via phone **732-932-1458** or via fax **732-932-4710**, at least two weeks before the seminar date to request your accommodation.

Seminar Schedule: from 9:00 a.m. to 4:30. each day

Seminar Location: Rutgers Public Safety Building,
55 Commercial Avenue, New Brunswick, NJ 08901-1340.
(Call for information regarding Jersey City location).

**SIGN UP
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E-NEWSLETTER!**
Call us today at
(732) 932-1458 x1

On-Site Training

These seminars can be conducted at your company ... using your data and processes ... customized to your individual needs. It's not only possible, it's cost-effective. Call Margaret O'Donnell at 732-932-1458, ext. 4218 to discuss how you can multiply the benefits and save money by bringing these seminars on-site. Ask about our complete curriculum.

Registration Details

- Process Mapping, Modeling & Analysis** (\$1295)
 - October 7-8, 2009 • Jersey City, NJ
 - November 18-19, 2009 • New Brunswick, NJ
- Identifying & Prioritizing Customer Needs Webinar** (\$250)
- Eliminating Non-Value Added Activities Webinar** (\$250)
- Understanding & Managing Process Costs Webinar** (\$250)
- Process Management Excellence Series** w/ webinars \$3,090 (Save \$250)
- Process Management Excellence Certification** (\$795)

Please type or print the following information.

Registration # _____ (from mailing label)
Social Security # _____
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Make check payable to Rutgers, The State University of New Jersey.



Center for Continuing Professional Development
55 Commercial Avenue, Suite 201
New Brunswick, NJ 08901-1340

Process Mapping, Modeling & Analysis

October 7-8, 2009
Jersey City, NJ

November 18-19, 2009
New Brunswick, NJ

Measuring & Improving Processes

October 29-30, 2009
New Brunswick, NJ

RUTGERS

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Center for Continuing Professional Development
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Process Mapping, Modeling & Analysis

How to Streamline and Reengineer Business Processes

Oct. 7-8, 2009 / Jersey City, NJ

Nov. 18-19, 2009 / New Brunswick, NJ

Measuring & Improving Processes

How to Move Toward Six Sigma Performance

Oct. 29-30, 2009 / New Brunswick, NJ

Process Mapping, Modeling & Analysis and Measuring & Improving Processes are part of the Process Management Excellence Series & Certification



Visit our website for more information:
<http://ccpd.rutgers.edu>

Process Mapping, Modeling & Analysis

How to Streamline and Redesign Business Processes

An organization – any organization – is a collection of processes. These processes are the natural business activities you perform that produce value, serve customers and generate income. Managing these processes is the key to the success of your organization.

Unfortunately, most organizations – probably yours – are not set up to manage processes. Instead they manage tasks. Think about it. Isn't your company organized around functions (the manufacturing department, the x-ray department, the sales department, the customer service department)?

As a result, people tend to focus on "local" concerns instead of the "global" needs of process customers. Sub-processes evolve within departments without consideration of other functional areas. Layers of communication and management are created to ensure desired outcomes, thereby adding to costs and lengthening cycle and customer response times.

Inefficiency and waste become part of the system. They rob your organization of profits, productivity and its competitive advantage. But, there is a way out.

Process mapping is a simple yet powerful method of looking beyond functional activities and rediscovering your core processes. Process maps enable you to peel away the complexity of your organizational structure (and internal politics) and focus on the processes that are truly the heart of your business.

Properly used, process maps can change your entire approach to business process management...and greatly reduce the cost of your operations by eliminating as much as 50% of the steps in most processes as well as the root causes of systemic quality problems.

Seminar Outline

- I. An Introduction to Systems Thinking
- II. The Tools: How to Construct and Analyze Process Flow Charts
- III. Implementation Guide: Getting Your Bang for the Buck

Visit Us Online for the Full Seminar Outline: <http://ccpd.rutgers.edu>

Seminar Instructor:

Bob Boehringer is the Vice President - Process Management for Orion Development Group. He has more than 20 years of experience helping professionals improve quality and productivity via the implementation of organization improvement methodologies (i.e. TQM, Team-Based Problem Solving, SPC, Process Reengineering). Mr. Boehringer's clients have included Bowne, Citibank, ConEd, AOL, Microsoft, Pfizer, Warner Lambert, Becton-Dickinson, Aventis Pasteur, Pitney Bowes, US Navy, Fairfax County Government (VA), Dakota County Government (MN), and The Hartford Insurance Company. Mr. Boehringer has a BS in Mechanical Engineering from Cornell University and is a member of the American Society for Quality, Association for Quality and Participation, and Institute of Industrial Engineers.

Program Benefits...

What You Will Learn:

- Identify and understand your organization's true core processes
- Recognize and remove activities that do not add value
- Eliminate system flaws that result in poor quality
- Document processes for knowledge management or Business Process Management (BPM) initiatives
- View customer/supplier relationships and their impact on your system

Interested in our Process Management Excellence Series & Certification Program?

Process Management Excellence Series & Certification

Process Mapping, Modeling & Analysis

October 7-8, 2009
Jersey City, NJ
November 18-19, 2009
New Brunswick, NJ

Measuring & Improving Processes

October 29-30, 2009
New Brunswick, NJ

NEW! On-Demand Webinars

Identifying & Prioritizing Customer Needs

Eliminating Non-Value-Added Activities

Understanding & Managing Project Costs

To receive a certificate in Process Management Excellence, you must complete the two seminars and three webinars. Certification is optional. To earn certification, you must complete a the Process Management Excellence Series and solve a comprehensive case study. This study will require you to apply a wide variety of skills taught in these seminars and webinars. Call today for more information: 732-932-1458.

Rutgers Is Pleased To Announce:

NEW! On-Demand Webinars

Process Management and Business Analysis webinars that enable you to supplement your classroom training without leaving your desktop.

NEW! PMP® and CBAP® Exam Prep Seminars

Two-day training programs to help you prepare for and pass the Certified Business Analysis Professional (CBAP®) examination and the Project Management Institute (PMP®) examination.

Visit us online for detailed information and to register:
<http://ccpd.rutgers.edu>

Measuring & Improving Processes

Moving Toward Six Sigma Performance

Six Sigma performance is a worthy business goal. However, the investment required to train Green Belts and Black Belts is significant, as is the cultural shift that may be needed to embrace advanced statistical methods. Fortunately, it is not an all-or nothing proposition for your organization. You can begin the journey simply by enhancing current process improvement techniques.

Improving processes begins with the customer, be it internal or external. Understanding which customers and which requirements are most critical to your business determines which processes should be improved. Before relying on advanced Six Sigma techniques, significant process learning can be achieved using tools such as trend charts, Pareto charts, histograms and fishbone diagrams.

Measuring and Improving Processes provides a complete toolkit for managers and quality/process professionals to document, measure, analyze and improve the way your organization delivers value to its internal and external customers.

Income Tax Credits

For information about the Hope Scholarship and Lifetime Learning Tax Credit, contact Margaret O'Donnell via e-mail ccpd@rci.rutgers.edu, via phone 732-932-1458 x4218 or via fax 732-932-4703.

Seminar Outline

- I. The Customer First
- II. Measuring Process Quality
- III. Analyzing Performance
- IV. Your Improvement Strategy

Visit Us Online for the Full Seminar Outline: <http://ccpd.rutgers.edu>

Seminar Instructor:

Joe Cirafesi is a Process Management Consultant and instructor for Orion Development Group. Prior to joining Orion, Mr. Cirafesi spent more than 20 years at Air Products and Chemicals where he has helped the company evolve to an internationally recognized benchmark for excellence in cross-functional process management. As a Business Manager/Process Owner, Mr. Cirafesi was responsible for the ongoing management of product development, innovation, bidding, customer engagement, engineering, construction and start-up work processes. As a European Region Director, Mr. Cirafesi organized training and application of continuous improvement tools in 11 countries. These efforts improved profitability by 5% to 20% in various units. Mr. Cirafesi received his BA in genetics from Cornell University and an MBA from the Smeal College of Business at Penn State.

Program Benefits...

What You Will Learn:

- Measure and analyze process performance
- Determine what level of quality your process is capable of delivering
- Recognize trends in performance
- Identify the factors that limit quality, slow service time and increase costs
- Understand variability and how it drives your improvement tactics
- Evaluate and apply process improvement alternatives
- Develop results-oriented solutions that will yield improved business results