



BPT GROUP

"Making Change the Culture"

Transform Your Business Processes



STRATEGY

PEOPLE

PROCESS

TECHNOLOGY

**Join the
Process Future**

The BPTGroup – Our Services to the Process Community

Ours is a business perspective on process. We are dedicated to providing organisations worldwide with the insight, resources and the developmental training to help transform themselves into truly successful customer-centric, process-driven sector leaders.

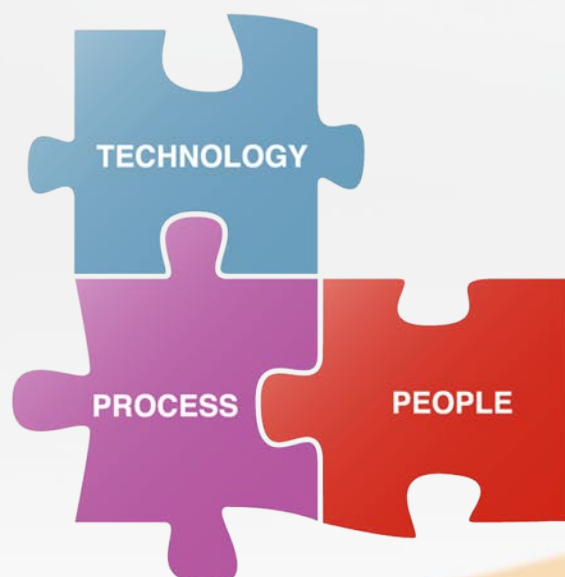
We can help you deliver the vision of:

- high value-creating processes that are lean, effective and efficient
- end to end processes that deliver both superior customer experience and returns to the business
- a strategy for change driven by clearly identified business requirements and success criteria
- process compliance and transparency that satisfies diverse stakeholder requirements
- measures and metrics that guide process managers to deliver business aims and objectives

... all this, while seeking to mitigate and manage business risk, the risk of operational change and secure the future of the organisation and its stakeholders, throughout a period of radical change.

The BPTGroup approach prepares both key individuals and their organisations for delivering the benefits of process-centric change, being designed for:

- **Process Strategists & Organisational Change Managers** working to ensure that the organisation is structured to take full benefit from the move to process orientation
- **Business Change Professionals** whose role is to represent both the business's requirements and the customer's needs
- **IT Professionals** who need to understand the requirements of process from a strictly business and customer perspective to better inform their key role in the development and delivery of the enabling technology
- **Process Owners & Process Managers** as they shape the structure, partner in the design of, and then manage, the new business processes



The 8 Omega Framework for Business Change



The adoption and adaptation of a comprehensive framework for business change enables an organization to transform its

processes in a controlled, structured manner.

Strategy, People, Processes and Technology are embedded in the **BPTGroup 8 Omega Business Process Change Framework** which

is designed to empower organisations to develop a comprehensive low risk programme of customer-centric and process driven change.

“8 Omega” is available as a reference framework to course delegates, group members, client organisations and partnering technology vendors for integration into their process project approach.

8 Omega provides individual organisations with a systematic means of blending new and existing methodologies, tools and techniques into a unique structure designed to deliver their specific process change requirements.



	D	A	D	I	I	M	C	I
Strategy								
People	Discover	Analyze	Design	Integrate	Implement	Manage	Control	Improve
Process								
Technology								

In the 5 years since it was launched, the 8 Omega Framework, and its associated generic methodology, have been tried and tested by thousands of individuals and hundreds of organisations worldwide.

They have used its comprehensive perspective to engage people from all levels in their organisations in the lifecycle of process-centric change.

BPTGroup – Consulting, Training and Development

Discover, Analyse, Design, Manage and Deliver Business Processes

Consulting and Mentoring Services

As the client, you and your staff own both the change process and the end results of process-driven business initiatives – what we seek to do is help you achieve your goals, to make the best use of our process change consultancy.

The BPTGroup adds value by helping to create a Vision, Strategy and Strategic Framework, assisting in the implementation of the 8 Omega Process Framework and delivering a Business Process and Continuous Performance Improvement approach.

Accredited Training

The principals of the BPTGroup have been delivering internationally accredited training since the 1990's. Our courses, the **“Fundamentals of Business Process Transformation”** and **“Discovery and Analysis: Preparing for Business Process Transformation”**, make up the IIBA accredited **“Business Process Manager – Practitioner Programme”**. The **“Project-based Business Analysis and Process Design”** which is also accredited, provides the underpinning skills and expertise of end-to-end process innovation. All our training and development programmes are designed, structured and delivered to the same high standard as our formally accredited courses.



Baselining the Organisation: the Maturity Audit Process

To plan the journey of change we not only need a strategy to execute but a realistic assessment of where we are starting from. Many organisations underestimate the nature of the changes they face in pursuit of process effectiveness and regularly fail to recognise that different areas of the business have diverse journeys of different durations to make.

Acknowledging that the chain of change is only as strong as its weakest link makes the argument for conducting an effective Maturity Audit at the beginning of the process.

Knowing where you are before launching into a process-driven change programme is the key first stage of the delivery process.

Our experienced consultants...

are ready to help get your business transformation project off to a good start and guide your organization throughout the lifecycle of change. They each average more than 15 years experience in process innovation and improvement initiatives and bring their expertise to bear at all levels and stages in the evolving business relationship.

Professional Process Management Development and Training

Audit Services for Business Change

The BPTGroup offer a range of audit services designed to enable our clients to effectively identify training and development requirements for business change professional staff and process managers. We conduct skills audits by questionnaire, personal interview and team workshops for

- Business Process Professionals
- Business Analysts
- Project Managers
- Process Managers

In-house Training

In-House training is used by organisations large and small, across all business and public sectors, to deliver highly cost-effective training to meet

clearly defined business objectives.

All our trainers possess proven expertise which enables them to deliver a learning experience combining knowledge and expertise in order to add real value for the benefit of the individuals and the organisation.

“Design Your Own” – Training Self-Designed to Meet Your Needs

The business change training and development needs of every organisation are unique and should be addressed as such.

For those who wish to build their own and the organisation’s skills and expertise the BPTGroup has a modular approach to enable you to structure in-house training and development programmes to meet your unique needs.

In Partnership, with Technology Vendors... and our Clients

We are actively engaging with the vendor community to develop and enhance the BPM Proposition to the benefit of our mutual business clients.

Project-based business analysis, delivered with the objective of moving client thinking toward cross-functional, customer-centric, end-to-end processes, will ultimately deliver best value from the vendor’s products and services.

BPTGroup: 8 Omega Training and Development Programmes

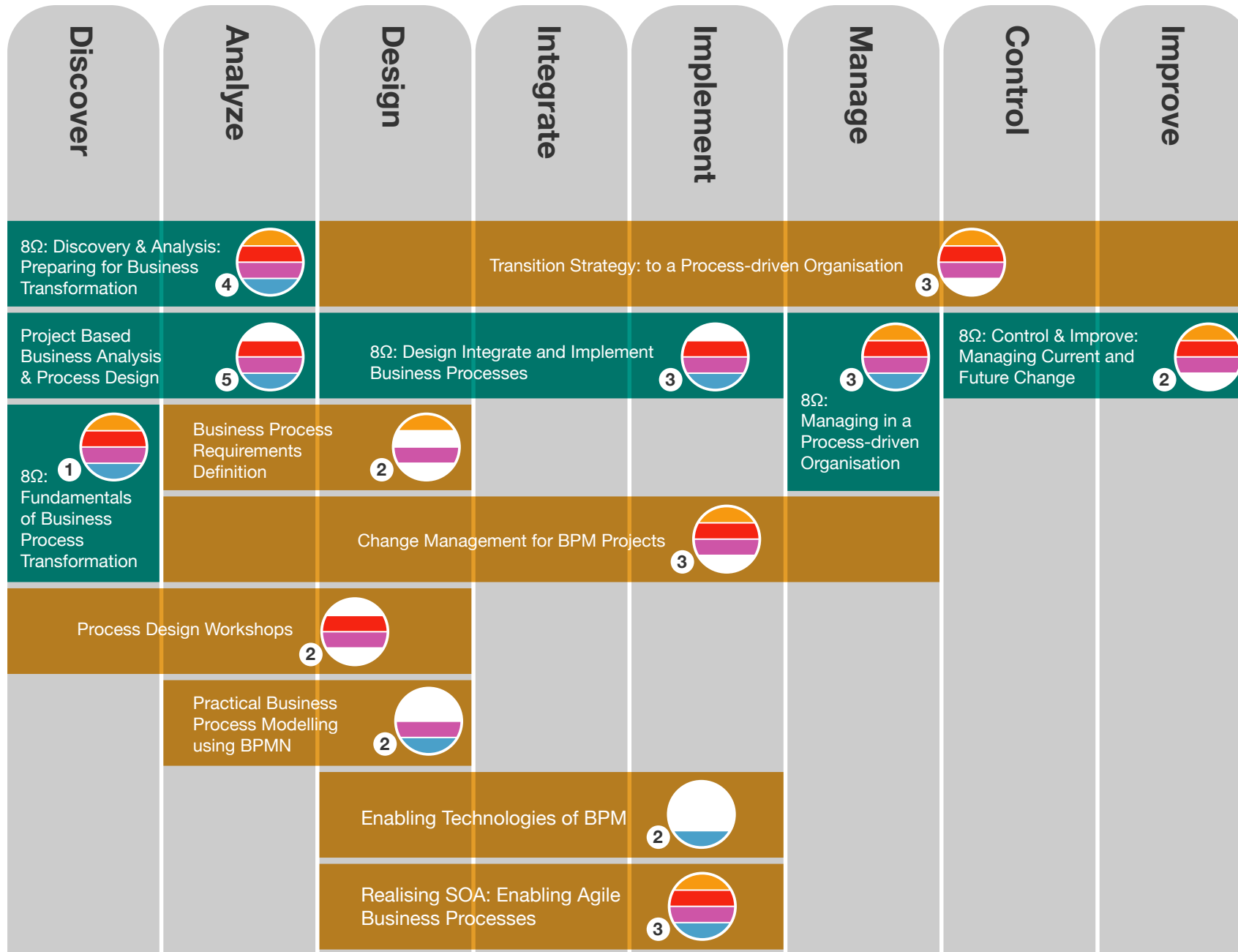



Diagram Key

 Length of course, in days

 Process Core Programme Modules

 Process Support Programmes

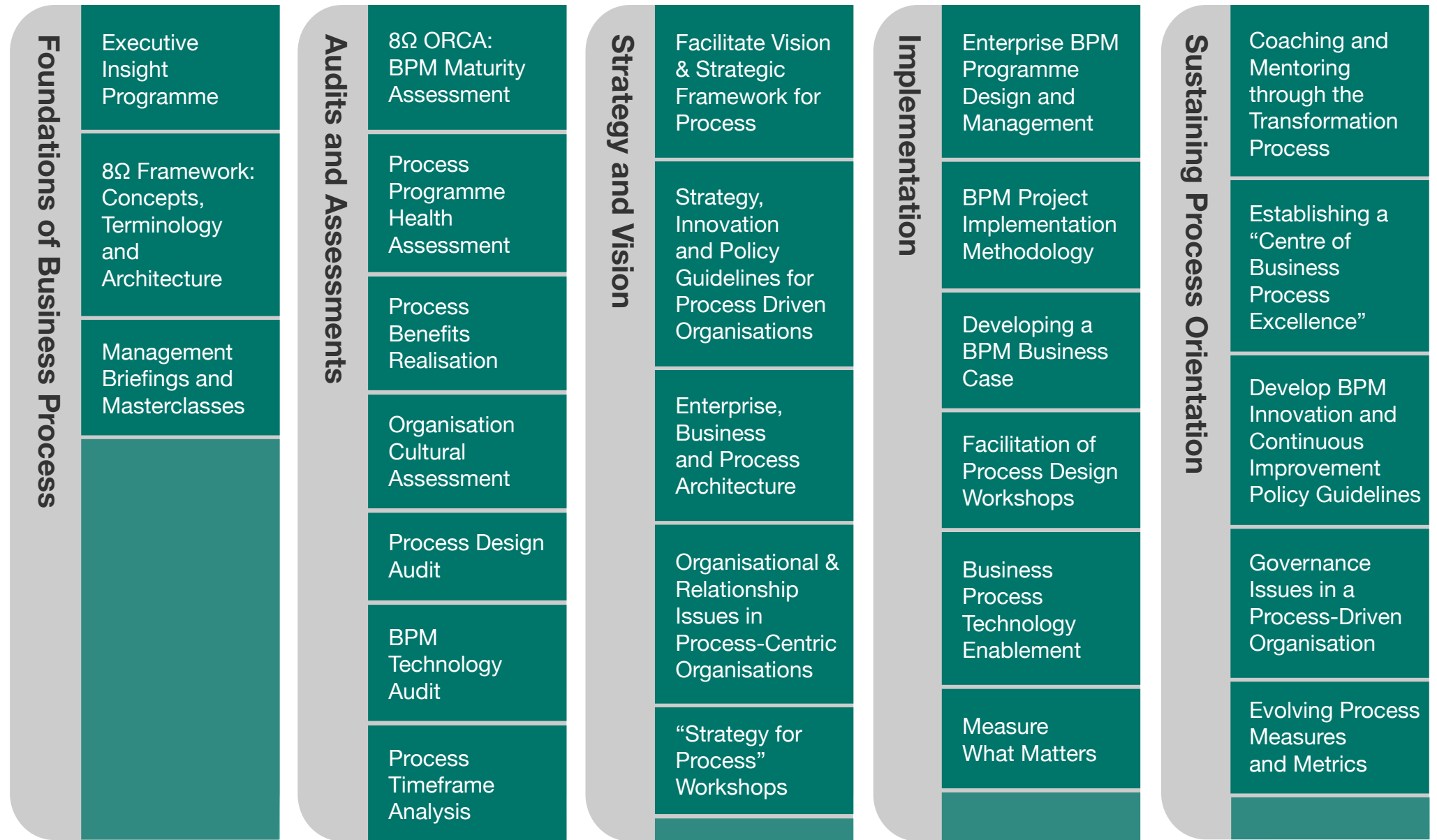
 Contains Strategy

 Contains People

 Contains Process

 Contains Technology

BPTGroup: Consulting Services and 8 Omega Applications



BPTGroup offer a range of support services - the appropriate mix of consulting, as-required training and personal development, mentoring and facilitation, as the programme progresses and the needs become apparent.

Our Global Clients

BPTG is a peer group organisation of business change professionals with experience across almost every sector of business and government. The following is a list of some of the organisations for whom our principals have delivered consultancy, training and mentoring services to effect successful change.

ABSA Bank, South Africa	Dubai World, Dubai	Police & Nurses Society, Australia
Allied Irish Bank	EDF Energy, UK	Powergen plc, UK
Air Liquide, Canada	Eli Lilly & Company, US	RBC Financial, Canada
Apotex Corporation, Canada	Enterprise Rent-a-car, US	Rutherford Controls, Canada
Arab National Bank, Saudi Arabia	Ernst & Young, Middle East	Santam Insurance Ltd, South Africa
Australian Quarantine Service	Eskom, South Africa	SaskTel, Canada
Australian Sports Anti-Doping Auth.	Experian, UK	Saudi Red Crescent Society
Banco BPI, Portugal	F Hoffman-La Roche AG, Switzerland	Securities & Exchange Commission, Pakistan
Bank of Ireland	Finet Corporation, US	Shell International Petroleum, UK
Bank of Namibia	Fonterra Co-operative, New Zealand	SONAE Industria, Portugal
Bank Windhoek, Namibia	Greene Tweed, US	Southern California Edison, US
Blue Sands Inc, Canada	Hallmark Cards Inc, US	Specialized Tech Services, Jordan
Boarder Guards, Saudi Arabia	Hartford Life, US	Standard Bank of South Africa
Boeing, US	Hitachi Consulting, US	Swazi Bank, Swaziland
Bristol-Myers Squibb Company, US	Huf Portuguesa, Portugal	TATA Consulting Services, Australia
British Telecom, UK	Hutchison 3G, UK	Taylor Woodrow, UK
BUPA, UK	Hypo Alpe Adria Bank D.D. Croatia	Teleca Sweden South AB
Business Objects, US	IDS Scheer UK Ltd	Telekom Slovenije D.D., Slovenia
CA Seguros, Portugal	IMD International, China	Thales Communications Ltd, UK
Caisse Desjardins, Canada	Infosys Technologies Limited, India	The Walt Disney Company, US
Canada Revenue Agency	ITSS D.O.O., Hungary	Three Valleys Water, UK
Canadian Imperial Commerce Bank	Johns Hopkins Health System, US	TNT Express, Netherlands
Canadian Tire	Lee Maschinenbau GmbH, Germany	TransAlta Corporation, US
Carphone Warehouse, UK	Lloyds TSB Bank, UK	United States Dept. of Defence
CentreLink, Australia	Lockheed Martin, US	United States Mint
Continental Tyres, Germany	Mid-Central District Health Board, NZ	University of Phoenix, US
Cyan ES (Pty) Ltd, Namibia	National Grid Transco, UK	Weyerhaeuser, Canada
Daimler Chrysler Financial, US	National Information Centre, Saudi Arabia	Workers' Compensation Board, Canada
Dassault Systemes, France	Northwest Networks Inc	Workplace Safety & Insurance Board, Canada
Deloitte, South Africa	Novabase, Portugal	Yorkshire Building Society, UK
Department of Defence, Australia	Novensys Corporation, Romania	
Dept. of Public Works, Australia	Omada A/S, Denmark	
DST International, UK & South Africa	Ovations Technologies, South Africa	
Dubai Customs, Dubai	Palmerston Hospital, New Zealand	

Contact the BPTGroup

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