

QUALITY & OPERATIONAL EXCELLENCE | COURSE BROCHURE

Business Process Reengineering

5 days | Classroom training | English

SMART HORIZON

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The Netherlands

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Course content

Why attend

Sometimes incremental improvement is not enough and processes must be fundamentally redesigned. This course covers business process reengineering: selecting processes, understanding current state, radical redesign principles, enabling technology, organisational impacts, implementation and managing the risks of major change.

Reengineering can deliver dramatic improvements but carries risk. You will learn when and how to redesign processes successfully.

Professional Problems This Course Is Designed to Solve

• Difficulty translating subject knowledge into practical workplace decisions.
• Inconsistent approaches to the activities covered in the course outline.
• Lack of a structured plan for applying and reviewing new skills.

Course methodology

Process redesign workshops, case studies of successful and failed reengineering, and implementation planning.

Course objectives

By the end of this course, participants will be able to:
• Distinguish reengineering from incremental improvement
• Select processes for redesign
• Analyse current processes
• Apply radical redesign principles
• Use technology as an enabler
• Plan and manage implementation

Target audience

This course is suitable for:
• Process improvement leaders
• Transformation managers
• Business analysts
• Operations directors
• IT managers



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Target competencies

Participants will develop competencies in:

- Process analysis
- Redesign
- Technology enablement
- Change management
- Implementation planning

Course outline

Day 1: Reengineering Concepts

09:00–10:08	Origins
10:08–11:00	When to reengineer
11:00–11:30	**Coffee break**
11:30–11:45	When to reengineer (continued)
11:45–12:53	Case studies
12:53–14:00	Exercise

Day 2: Process Selection

09:00–10:08	Selection criteria
10:08–11:00	Customer value
11:00–11:30	**Coffee break**
11:30–11:45	Customer value (continued)
11:45–12:53	Scope
12:53–14:00	Workshop

Day 3: Current State

09:00–10:08	Process mapping
10:08–11:00	Pain points
11:00–11:30	**Coffee break**



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11:30–11:45	Pain points (continued)
11:45–12:53	Performance
12:53–14:00	Exercise

Day 4: Redesign

09:00–10:08	Redesign principles
10:08–11:00	Technology enablers
11:00–11:30	**Coffee break**
11:30–11:45	Technology enablers (continued)
11:45–12:53	Future state
12:53–14:00	Workshop

Day 5: Implementation

09:00–10:08	Organisational impact
10:08–11:00	Change management
11:00–11:30	**Coffee break**
11:30–11:45	Change management (continued)
11:45–12:53	Risk
12:53–14:00	Action plan

The timings provided are estimates and may vary depending on the number of participants and the discussions taking place during the sessions. They are indicative only and do not constitute a binding commitment.



Course content

Dates, venues and fees

Current published course plans. Fees are per participant in EUR, excluding unconfirmed taxes.

Venue	Start date	End date	Fee (EUR)
Rome Confirmed dates	9 Nov 2026	13 Nov 2026	**€2,450.-**
Online Confirmed dates	9 Nov 2026	13 Nov 2026	**€1,250.-**
Dubai Confirmed dates	30 Nov 2026	4 Dec 2026	**€3,150.-**
Online Confirmed dates	30 Nov 2026	4 Dec 2026	**€1,250.-**
Rome Confirmed dates	4 Jan 2027	8 Jan 2027	**€2,450.-**
Online Confirmed dates	4 Jan 2027	8 Jan 2027	**€1,250.-**
Kuala Lumpur Confirmed dates	25 Jan 2027	29 Jan 2027	**€1,450.-**
Online Confirmed dates	25 Jan 2027	29 Jan 2027	**€1,250.-**
Cape Town Confirmed dates	15 Feb 2027	19 Feb 2027	**€1,890.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	15 Feb 2027	19 Feb 2027	**€1,250.–**
London Confirmed dates	1 Mar 2027	5 Mar 2027	**€2,450.–**
Online Confirmed dates	1 Mar 2027	5 Mar 2027	**€1,250.–**
Dubai Confirmed dates	22 Mar 2027	26 Mar 2027	**€3,150.–**
Online Confirmed dates	22 Mar 2027	26 Mar 2027	**€1,250.–**
Vienna Confirmed dates	12 Apr 2027	16 Apr 2027	**€2,940.–**
Online Confirmed dates	12 Apr 2027	16 Apr 2027	**€1,250.–**
Barcelona Confirmed dates	3 May 2027	7 May 2027	**€2,840.–**
Online Confirmed dates	3 May 2027	7 May 2027	**€1,250.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Cape Town Confirmed dates	24 May 2027	28 May 2027	**€1,890.–**
Online Confirmed dates	24 May 2027	28 May 2027	**€1,250.–**
London Confirmed dates	7 Jun 2027	11 Jun 2027	**€2,450.–**
Online Confirmed dates	7 Jun 2027	11 Jun 2027	**€1,250.–**
Cape Town Confirmed dates	28 Jun 2027	2 Jul 2027	**€1,890.–**
Online Confirmed dates	28 Jun 2027	2 Jul 2027	**€1,250.–**
Paris Confirmed dates	19 Jul 2027	23 Jul 2027	**€2,860.–**
Online Confirmed dates	19 Jul 2027	23 Jul 2027	**€1,250.–**
Dubai Confirmed dates	9 Aug 2027	13 Aug 2027	**€3,150.–**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	9 Aug 2027	13 Aug 2027	**€1,250.-**
Frankfurt Confirmed dates	30 Aug 2027	3 Sept 2027	**€2,650.-**
Online Confirmed dates	30 Aug 2027	3 Sept 2027	**€1,250.-**
Amsterdam Confirmed dates	13 Sept 2027	17 Sept 2027	**€2,540.-**
Online Confirmed dates	13 Sept 2027	17 Sept 2027	**€1,250.-**
Istanbul Confirmed dates	4 Oct 2027	8 Oct 2027	**€2,650.-**
Online Confirmed dates	4 Oct 2027	8 Oct 2027	**€1,250.-**
Barcelona Confirmed dates	25 Oct 2027	29 Oct 2027	**€2,840.-**
Online Confirmed dates	25 Oct 2027	29 Oct 2027	**€1,250.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Rome Confirmed dates	15 Nov 2027	19 Nov 2027	**€2,450.-**
Online Confirmed dates	15 Nov 2027	19 Nov 2027	**€1,250.-**
Vienna Confirmed dates	6 Dec 2027	10 Dec 2027	**€2,940.-**
Online Confirmed dates	6 Dec 2027	10 Dec 2027	**€1,250.-**

Plan your next step

Dates, availability, exact venue, taxes, inclusions and payment terms require written confirmation. This brochure is not a quotation, registration, booking confirmation or visa invitation. Participants receive a Smart Horizon certificate of attendance; programmes are not externally accredited and do not award a professional qualification or designation. Confirm arrangements before booking travel.

For group or in-house training, contact our learning team to discuss your objectives and delivery arrangements.

Contact Smart Horizon

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View the latest course details online