



JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

**Customer Service Training and Quality Support
2 Days Training**



**Business Process
Analysis and Modelling
Training Course**

OVERVIEW



Do you want to improve the health and process efficiency of your business?

Do you want your business processes to achieve better business results?

Every business is on the look-out for efficient ways to get their work done. Customised way of doing things may hamper its progress. That is where Business Process Analysis and Modelling rescue the businesses. So, what is Business Process Analysis and Modelling?

Business Process Analysis and Modelling is an essential element of Business Process Redesign (BPR) and other related business process initiatives. It assesses the current processes of an enterprise, improves them, and automates them to achieve the goals of the organisation. These initiatives could be related to re-engineering, systems development, quality management and continuous process improvement.

This training course on Business Process Analysis and Modelling will empower the delegates to acquire the knowledge and skills to correctly model the business processes to improve not only the operations of the company but, also increase its competitiveness, efficiency, alleviate cost and enhance customer and employee satisfaction, thus ensure the success of your organisation's blueprint.



Course Objectives

By the end of 'Business Process Analysis and Modelling Training Course', participants will be able to:

- Understand the concept of business processes analysis and modelling
- Understand their components
- Diagnose the health of a process for business
- Analyse the requirements of the customer's processes
- Understand and apply the concepts, and techniques of process analysis
- Accurately define the processes using Business Process Modelling Notation (BPMN)
- Develop the architecture of the business process
- Identify the metrics of business process performance
- Use process improvement techniques to transform business processes
- Practice a Framework for Process Improvement
- Identify and define complex business process steps
- Evaluate and prioritize potential improvements
- Evaluate the effectiveness of the solutions proposed

TRAINING METHODOLOGY

We offer a highly interactive presentation which is followed by experiential learning workshop. This is further complemented by the inclusion of several management games, paper-pencil exercises, activities, role plays, videos, and robust practice sessions. You get an opportunity to learn by other means as group work, individual work, participant discussion, facilitator interaction, and constructive feedback.





Organisational Benefits

The benefits of this training program for the organisations are as follows:

- Develop a process-oriented culture
- Management of conflict by identifying the roles and responsibilities
- Facilitate continuous improvement at each step in the enterprise
- Achieve competitiveness in the marketplace

PERSONAL BENEFITS

This training program will equip you with the literacy in business process analysis and modelling as follows:

- A clear understanding of the concept, terms, tools, and techniques to apply to their business and work area
- Understand the best practices for business process analysis and modelling
- Accurately analyse and model the detailed workflow
- Contribute effectively to the business initiatives for business process improvement
- Develop skills to accurately model the architecture of the business processes for the organisation
- Systematic implementation of the improved processes
- Improved productivity

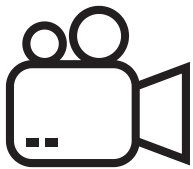




WHO IS THIS PROGRAMME FOR?

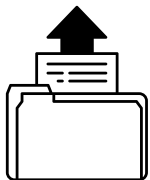
- We recommends this course for
- Business Managers
- Business Process Analysts
- Business and Systems Analysts
- BPM Project Team Members
- Process Champions
- Process Owners
- IT Professionals
- BPM Project Leaders
- Quality Specialists
- Team members – Quality Team
- Database Administrators
- Systems Analysts
- Anyone who is responsible for handling quality in the department/s

PROGRAMME HIGHLIGHTS



+60

**2+ Role Plays 5+ Real-World Case Studies 10+ Assignments/
Applications Pre-Recorded Video from JICSI with for self-
paced learning.**



**10+
Assignments/
Applications**



**5+
Real-World
Case Studies**



**2+
Role Plays**



LEARNING JOURNEY



MODULES

Module 1 : INTRODUCTION, CONTEXT, KEY TERMS

Module 2 : CONCEPT OF BUSINESS PROCESS MODELLING

Module 3 : BUSINESS PROCESS MODELLING NOTATION (BPMN)

Module 4 : BUSINESS PROCESS ANALYSIS

Module 5 : CONTINUOUS IMPROVEMENT OF THE BUSINESS
PROCESSES USING MODELS

Module 6 : METRICS



CERTIFICATE

Upon successful completion of the programme, participants will be awarded a digital Certificate of Completion by Jakarta International Customer Service Institute (JICSI) and Customer Service Experience Association Indonesia (CSEAI)



ABOUT JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

Jakarta International Contact Center Institute adalah suatu lembaga pelatihan dan pengadaan sumber daya manusia yang berfokus pada customer service professional dan lembaga survey kepuasan pelanggan.

Kami berorientasi pada pelanggan dimana kepuasan pelanggan adalah tujuan keberadaan kami. Kami hadir untuk pelanggan. Adapapun JICSI berdiri secara legal pada Januari tahun 2021.

Professional Training

JICSI telah melatih lebih dari 2300 peserta dan telah bekerja di berbagai perusahaan dengan keahlian mereka yang sesuai dengan kebutuhan perusahaan

Recruitment Agency

Sebelum JICSI mengirimkan tenaga yang terampil sesuai dengan yang dibutuhkan oleh perusahaan, JICSI benar- benar telah melakukan pelatihan, pembinaan dan telah lolos seleksi test yang dilakukan oleh Rumah Karir JICSI

Survey Customer Satisfaction

JICSI memiliki Survei kepuasan pelanggan sebagai alat berharga yang dapat membantu bisnis untuk menemukan tingkat kepuasan pelanggan dan menciptakan loyalitas pelanggan.

Core Value



Respect.

Kami selalu menghargai perbedaan setiap orang dan mengajak pelanggan kami untuk selalu berpartisipasi untuk memberikan masukan demi meningkatnya kualitas layanan yang akan kami berikan kepada pelanggan kami.



Honesty.

Kami selalu menjunjung akan kebenaran dalam semua situasi dan selalu mengedepankan profesionalisme yang kami miliki.



Trust.

Kami percaya kepada orang lain dan menjaga kepercayaan yang diberikan kepada kami.



Integrity.

Kami melakukan apa yang kami katakan.



Our Service.

Customer Service Training
Manpower & Recruitment Customer Service Agency
Customer Satisfaction Survey

TESTIMONI



PT Indosat Ooredoo

Training Data Visualization

[Lihat Video >>](#)



PT Indosat Ooredoo

Training Certified Contact Center Manager (CCCM)

[Lihat Video >>](#)



PT Freeport Indonesia

Training Customer Service Professional HR Call Center

[Lihat Video >>](#)



OY! Indonesia

Training Contact Center Agent Professional

[Lihat Video >>](#)

MESSAGE FROM FOUNDER

Rudy HP Manullang ,Ph.D
Founder JICSI



Menjaga hubungan yang baik dengan pelanggan adalah bagian penting untuk sukses dalam dunia bisnis. Ikatan pelanggan yang kuat dibangun dan dipelihara melalui komunikasi yang baik. Ini karena membantu pelanggan dan perusahaan membangun kepercayaan satu sama lain.

Ketika seorang customer service berbicara dengan pelanggan secara langsung, jujur, dan terbuka, customer service tersebut telah menunjukkan bahwa Anda menghargai waktu pelanggan dan mengetahui apa yang dibutuhkan oleh pelanggan. Hal ini dapat membantu membangun hubungan yang baik, yang dapat menghasilkan lebih banyak pelanggan setia dan lebih banyak bisnis yang berulang.

Dengan aktive listening dapat menjaga hubungan baik dengan pelanggan dan membantu bisnis Anda mempertahankan pelanggan setia, menghasilkan lebih banyak uang, dan mendapatkan nama baik di pasar. Mendengarkan secara aktif adalah bagian penting dalam membangun hubungan baik dengan pelanggan.

Menurut Center for Creative Leadership, pemimpin yang andal dalam skill active listening cenderung mudah mendapat kepercayaan dan hormat dari bawahannya. Oleh sebab itu, keterampilan mendengar aktif patut Anda kembangkan demi menunjang rutinitas di lingkungan kerja dalam memberikan layanan yang baik kepada pelanggan

Pelanggan cenderung nyaman berbicara dengan orang yang memang mendengarkan cerita mereka, ini termasuk kebutuhan dan masalah yang tengah dialami. Pendengar yang aktif terbiasa mendengarkan hingga tuntas dan memahami konteks pembicaraan. Barulah mengambil kesimpulan berdasarkan apa yang telah dipahami. Melalui kebiasaan ini, pelanggan jadi betah dan nyaman berbicara mengenai keluhan kesah.





**Jakarta International
Customer Service Institute**

Persyaratan

- Semua tingkat akademik diperbolehkan
- Pengalaman kerja
- Koneksi internet yang stabil (untuk peserta online)

Silahkan kirim berkas dokumen ke
email: **marketing@jicsi.co.id**

LOKASI

Kantor 1

Jl Nusa Dua Blok A6 No.3 Perumahan
Citragran Cibubur

Kantor 2

Jl Jatayu IV C Komplek Taman Harapan
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