



JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

Customer Service Training and Quality Support
2 Days Training



**Business Process
Reengineering (BPR)
Training Course**

OVERVIEW



What is business process re-engineering? Business process re-engineering is a business management strategy focusing on analysis and design of workflows and processes within an organisation. It aims to assist organisations fundamentally re-think how they work to significantly improve customer service, reduce operational costs and become strong competitors.

Organisations undergo restructuring by focusing on the basic framework and design of their business processes. Broadly, there are three phases in the re-engineering process—planning, re-design and implementation. It has various elements of re-structuring too.

These include process-related, technology-related and organisation-related elements. Business process re-engineering is focused upon re-engineering around outcomes rather than tasks and helps link parallel activities rather than only connect the results.

This training will empower you with in-depth knowledge and understanding of business process re-engineering. By undertaking this Reengineering Your Organization course, you will be equipped with the necessary skill set, experience and confidence to play an important part in or independently drive business process re-engineering in your organisation.

Further, you will acquire the needed exposure and capabilities to drive business process re-engineering in any other organisation or industry, thus increasing your scope for career growth and progression.



"Business Process Reengineering adalah perancangan ulang mendasar dan perancangan ulang radikal sistem bisnis untuk mencapai peningkatan dramatis dalam ukuran kinerja kontemporer yang kritis, seperti biaya, kualitas, layanan dan kec. kecepatan"

~Michael Hammer 1948-2008~



Course Objectives

The main objective of this Business Process Reengineering (BPR) Certification course is to empower professionals with

- In-depth knowledge and understanding of business process re-engineering
- The required skill, confidence and experience to partake in or independently drive business process re-engineering in your organisation
- The adequate skill set and exposure to partake in or drive business process re-engineering in any other organisation, thus increasing the scope for career progression
- The knowledge and experience of working with advanced tools, techniques and concepts related to business process re-engineering
- The ability to bring about significant changes in business and individual performance as well as foster competitiveness in operations
- The capabilities and experience to drive implementation of an unconventional thought process among all employees of the organisation
- The experience, confidence and knowledge to lay more focus on the customer, thus increasing client satisfaction and in turn market share and profitability for the organisation

TRAINING METHODOLOGY

The Courses are customisable to make the course as closely relevant to the training audience as possible. It is for this reason that courses are thoroughly reviewed and revised, if needed, before each training session.

A highly experienced trainer delivers the training content using audio-visual presentations. Group activities foster two-way participation, and experience sharing, which is discussed in detail, helps bring about practical relativity to the training content.





Organisational Benefits

With professionals attending this Business Process Reengineering (BPR) Certification Course, organisations will benefit in the following ways:

- Trained and experienced professionals to drive business process re-engineering within the organisation
- Significant changes in performance, both organisational and individual
- Healthy competition within operations, leading to increased efficiency
- Introduction of unconventional thought approaches, thus resulting in innovative ideas and related actions that positively impact organisational success
- Increased quality and turn-around-time for response to customer concerns or preferences
- A more customer-oriented organisation
- Increased market share and profitability as a result of increased performance and happier customers
- Greater credibility and brand value

PERSONAL BENEFITS

Professionals undertaking this Business Process Reengineering (BPR) Certification Course will derive the following benefits:

- Complete knowledge and information about business process re-engineering
- Increased knowledge, confidence and experience to partake in or independently drive business process re-engineering in one's organisation
- Adequate confidence and knowledge to train other professionals on business process re-engineering
- Increased knowledge, exposure and skill set to drive business process re-engineering in other organisations, thus increasing the scope for career growth and progression
- Ability to influence significant changes in business performance and quicker responsiveness to customers, thus fostering organisational growth and development
- Greater experience and knowledge to work with advanced tools, techniques and concepts to successfully implement business process re-engineering in one's organisation
- Enhanced capabilities, skill set and perspective to introduce an unconventional thought process among all employees
- Increased knowledge and experience to divert focus and attention to customer requirements and responsiveness to customer needs, thus fostering an increase in organisational market share and profitability as well as credibility



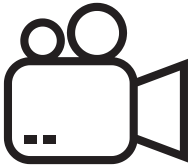


WHO IS THIS PROGRAMME FOR?

The programme is ideal for:

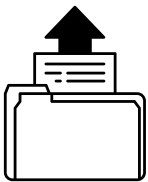
- Top management of organisations who need to understand the significance of business process re-engineering and training employees to adopt the thought process
- Operations and project managers majorly responsible for operations and management of projects within the organisation
- Quality managers responsible for ensuring quality through all processes and practices within the organisation
- Internal and external auditors who should understand the benefits of and the desired outcomes of business process re-engineering
- Policymakers who should look for opportunities of changes in processes and guidelines while framing documentation, in the best interest of the customer, employees and organisation
- Process excellence specialists whose main responsibility is to ensure excellence and quality in business processes and protocols
- Any other professional who would be interested to know more about business process re-engineering

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 : Principles of Business Process Re-engineering

Module 2 : Three-Phased Approach to Business Process Re-engineering

Module 3 : Aspects of Re-engineering

Module 4 : Elements of Business Process Re-engineering

Module 5 : Steps in Business Process Re-engineering

Module 6 : Business Process Re-engineering Tools and Techniques

Module 7 : Success Factors of Business Process Re-engineering

Module 8 : Benefits of Business Process Re-engineering

Module 9 : Risks of Business Process Re-engineering



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. Adapaun 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

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Kantor 2

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