

Leading the **TRANSFORMATION**
of business --
EDUCATING the Workforce

business
process
management &
reengineering

TRAINING • CERTIFICATION • RESOURCES

BPM&R Coaching Program Information



MHi BPM&R Coaching & Certification Program

Information Sheets

The
MHi BPR Certification
 Training Series

Key Components of BPM&R

1. Strategic / Business Planning
2. Process Modeling & Analysis
3. Data Modeling
4. Activity Based Costing / Management
5. Business Case Analysis

Today's Business environment is full of challenges that require a new kind of organization, one that is leaner, faster, and less costly than its predecessor. This environment creates change faster than ever before, where organizations must learn they are not only responsible for producing a product or service, but in doing so, they must become competitive.



Competition can come from many different fronts including other companies within your own industry as well as outside of your industry. Even government agencies can become your competition. **Globalization** and **Regionalization** creates the need to work collaboratively across many diverse cultures, languages, and technology platforms. For an organization to be competitive it must be able to operate on many levels, each of which must be completely integrated into a single strategic direction. Performance must be measured and monitored through a comprehensive enterprise performance management system built around a multi-view perspective.

MHi BPM&R Certification Series

Join us for the
MHi BPM&R Coaching & Certification Program.

It's a once in a career
 opportunity!

Enroll Now!

Tuition Pricing Information

Total Tuition Price: **\$3,150** per person

- Classroom Sessions, plus 6 months of one-on-one coaching and mentoring

MHi BPM&R Coaching and Certification Program

The Mountain Home Institute for Innovative Management (MHi) BPM&R Executive Coaching and Certification Program is an industry-leading training program whereby individuals are provided one-on-one, intense instruction and mentoring in addition to becoming certified as a BPM&R Practitioner. A BPM&R Practitioner has demonstrated working knowledge of the theory and application of the key concepts of BPM&R enabling him/her to lead a BPM&R team.

The objective of the BPM&R Executive Coaching and Certification Program is to provide not only the academic portion of the program, but to also provide an environment where coaching participants can develop their own ideas on how to apply the concepts, techniques, and tools that are taught in the classroom. This is achieved through small group, one-on-one assistance from Mountain Home's seasoned BPM&R coaches and mentors both during and after the classroom session. Achieving the BPM&R Practitioner Certification is an assurance to the organization that their employees possess a level of knowledge and skill which will enable them to be active members of any BPM&R, ERP, Lean, or performance improvement team.

Each participant will also have access to Mountain Home's **Student Resource Center (SRC)** where they will find a myriad of resources, such as white papers, articles, online glossary, Webinars, Templates/Tools, discussion forums, chat areas, and much more.



Changing the Way Business Gets Done --
 One Organization at a Time!



MHi BPM&R Practitioner Certification Program

Class Agenda - April 2010



MHTC BPM&R Coaching Program Class Agenda (Final-April 2010)

Session #	Session Date	Actions/Events	Worksheet/Forms or Tools Used	Session Leader
1		Initial Project Scoping		
	July 19-21, 2010	Team Training - BPM&R Fundamentals	MHC-1012 Coursebook	Derril Watts
		Case Study Project Work	Process Development Matrix	Guest: Stan Kirkwood
		Mission Analysis	Process vs. Organization Matrix	
		Define Customer/Product (Service) Requirements	VOC Matrices	
		Define High-Level Process		
		Environmental Analysis	DD Case Study	
		Strategic Benchmarking		
		SWOT Analysis		
		Enterprise-Level Stakeholder Needs Analysis		
		Performance Analysis		
		Project strategic vision (end state description)		
		Enterprise Performance Measures		
		Breakthrough Objectives (Gap Analysis)		
2		Define the Baseline (As-Is) Process, Organization, and Technology		
	July 22-23, 2010	Team Training - Baseline Process Modeling & Mapping	Process Development Matrix	Derril Watts
			Process vs. Organization Matrix	
		Case Study Project Work		Guest: Stan Justice
		Document Project Orientation	AIOWin Software	Guest: Jim Boughey
		Process Development Matrix	iGrafx Process or Similar	
		Process vs. Organization Matrix	SmartER	
		Process Context Diagram & Node Tree	Organizational Cultural Assessment	
		Develop AS-IS Process Model	Baseline Technology Assessment	
		Define AS-IS Process Model Components (Activities/ICOMs)		
		Define As-Is Process Map (One Activity)	DD Case Study	
		Define As-Is Data Model		
		(Conduct As-Is Requirements Audits - Determining Enterprise Process & Technology Requirements)		

Session #	Session Date	Actions/Events	Worksheet/Forms or Tools Used	Session Leader
3		Define the Baseline (As-Is) Process, Organization, and Technology (Cont.)		
	July 26-27, 2010	Team Training - ABC Modeling Fundamentals	AIOWin Software MHTC ABC Modeling Workbook	Derril Watts
		Case Study Project Work	DD Case Study	
		Develop As-Is Activity Based Costing Model		
4		Analyze the Baseline for Potential Improvements		
	July 28-29, 2010	Team Training - Process & Technology Requirements Analysis	Process Analysis Excel Workbook	Derril Watts
		Case Study Project Work	DD Case Study	
		Analyze the Baseline for Potential Improvements: Identify improvements from Benchmarking Analysis		
		Identify/prioritize final list Improvement Opportunities (Process, Organization/Culture, Technology)		
		Select Initiatives for Improving Process		
		Identify strategies for improving the Process		
		Define the New, Redesigned, or Incrementally Improved To-Be Enterprise:		
		Develop To-Be Models and Maps (IDEF0, IDEF1X, Process Maps)		
		Develop Core Business Processes Change Mgmt Plan		
		Develop Organization Change Management Plan		
		Develop Technology Change Management Plan (Including determining To-Be Enterprise Process & Technology Requirements)		
		Develop Final List of Alternatives for Improving Performance		
5		Develop and Document the Business Case for the To-Be Enterprise Structure		
	July 30, 2010	Team Training - Business Case Analysis	BCA Cost-Benefit Workbook	Derril Watts
		Case Study Project Work	DD Case Study	
		BUSINESS CASE DEVELOPMENT: Conduct Economic Analysis on Selected Process Improvement Alternatives		
		Conduct Sensitivity Analysis ("what if" analysis)		
		Perform Preliminary Business Case Analysis (BCA)		

MHi BPM&R Coaching & Certification Program

Overview of the Program

**Mountain Home Institute for Innovative Management (MHi)
Business Process Management & Reengineering (BPM&R)
Coaching and Certification Program**

FasTrak Format

An Overview of the Program

Mountain Home Institute for Innovative Management (MHi) Business Process Management & Reengineering (BPM&R) Coaching and Certification Program

Today's marketplace is full of challenges that require a new kind of organization, one that is leaner, faster, and less costly than its predecessor. This new environment creates change faster than ever before, where organizations must learn that they are not only responsible for producing a product or service, but in doing so, they must become competitive. Competition can come from anywhere including other businesses at home and abroad, as well as government organizations. Organizations across the commercial and government sectors are being told to measure their improvements in performance and tie that performance to their budget submissions.

Leading the Transformation of Business requires an enterprise to fundamentally rethink and radically redesign its core business processes and culture, leveraging its critical knowledge to achieve and sustain competitive advantage through dramatic improvements in critical measures of performance. To sustain a competitive edge in the future, an organization must continually learn and look for the best within itself. This new organization must be made up of high-performing knowledge workers who are self-adaptive, creative, responsive, and who collaborate and share what they know with others, and are continuously learning. The organization must systematically analyze its performance and make the changes necessary to stay focused on providing the most value possible for their customer. The end result is a successful enterprise that is effective, efficient, innovative, and competitive in any environment.

Mountain Home Trainers/Coaches spent more than two years, talking to hundreds of business and government leaders and employees asking them to identify their most pressing issues with **Business Transformation**. One of the most often mentioned topics was that of integration and training. Most of the workforce we talked to continually expressed their frustration that much of what has been presented on **Transformation** and **Reengineering** was difficult to understand and lacked integration and the training they had received had been either shallow or irrelevant.

In response to this challenge, Mountain Home launched its ***BPM&R Executive Coaching and Certification Program***. As current and former Business Leaders and Federal managers, we could identify with the marketplace challenges both business and government organizations face and the lack of an integrated approach to **Transformation**. The ***BPM&R Executive Coaching and Certification Program*** was created to address those frustrations.

At the heart of the Program is an integrated performance improvement methodology we call the ***Innovative Management Framework***[™] (IMF). The IMF leads an organization through a systematic model beginning with Strategic Planning, Process Modeling & Analysis, Activity Based Cost Modeling & Analysis, Business Case Development, and Implementation by asking a series of five questions. The answers dictate the steps needed to reach the defined end state. To ensure the organization reaches their destination, the IMF also includes the development of an Enterprise Performance Management System (cascaded throughout the organization) and the infusion of knowledge management principles which enable the organization to become a true **Learning Enterprise**. The IMF was created from the Framework for Managing Process Improvement methodology, originally developed by the U.S. Federal government and subsequently revised by Mountain Home. The IMF methodology produces results that directly support reengineering efforts ongoing across business and government and is the foundation of the current BPM&R Certification training curriculum.

The ***Mountain Home Institute for Innovative Management (MHi) BPM&R Executive Coaching and Certification Program*** is an industry-leading training program whereby individuals are provided one-on-one, intense instruction and mentoring in addition to becoming certified as a **BPM&R Practitioner**. A

BPM&R Practitioner has demonstrated working knowledge of the theory and application of the key concepts of BPM&R enabling him/her to lead a BPM&R team.

The objective of the *BPM&R Executive Coaching and Certification Program* is to provide not only the academic portion of the program, but to also provide an environment where coaching participants can develop their own ideas on how to apply the concepts, techniques, and tools that are taught in the classroom. This is achieved through small group, one-on-one assistance from Mountain Home's seasoned BPM&R coaches and mentors both during and after the classroom session. Achieving the BPM&R Practitioner Certification is an assurance to the organization that their employees possess a level of knowledge and skill which will enable them to be active members of any BPM&R, ERP, Lean, or performance improvement team.

The MHi BPM&R Executive Coaching and Certification Program Training Series

The following is an overview of the three-part, 2-week curriculum that meets the requirements of the MHi BPM&R Practitioner Certification Program. This training series takes an organization from initial **strategic planning (including balanced scorecard) through the modeling & analysis (including the latest specifications for Process Mapping Using BPMN), critical technology, knowledge, culture and organization structure assessments, activity based cost (ABC) modeling, and Business Case Analysis** necessary to create a "To-Be" High-Performance Learning Enterprise.

Mountain Home Institute for Innovative Management (MHi) Business Process Management & Reengineering (BPM&R) Coaching and Certification Program

Overview of Training Curriculum

Part I: Business Process Management & Reengineering (BPM&R) Fundamentals (with Strategic Planning), MHC-1012 (BPM&R Practitioner Core Course)

BPM&R Fundamentals (with Strategic Planning) is a 3-day course that presents an overview of the *Innovative Management Framework*™, along with the methodologies and concepts of current commercial experts on BPM&R. The course addresses each of the major phases in BPM&R and includes a discussion of the origins of BPM&R and why it is critical for the survival of today's organizations. Also included are discussions on process management, the need for an organization to have a corporate identity (who are you as an organization); how to decide what to reengineer; why you cannot reengineer an organization; what are the pitfalls to reengineering; the relationship of culture to BPM&R; how to use BPM&R as the foundation for Enterprise Resource Planning (ERP) decisions; the relationship of Knowledge Management to BPM&R; the role of Strategic Planning (SP) as a part of BPM&R. SP is the critical foundation for all reengineering efforts. The course discusses the essential elements in this initial phase to BPM&R, including mission analysis, environmental analysis, and performance analysis, identifying gaps in performance, and how to set up an enterprise-wide Performance Management System using the Balanced Scorecard. The course includes a case study in which students participate in developing a strategic plan. This case study is used for continued application within the remaining BPM&R training series courses.

Part II: Process Modeling and Activity Based Costing, MHC-1034 (BPM&R Practitioner Core Course)

The Process Modeling and ABC (MHC-1034) is a 4-day course that presents an in-depth, hands-on look at activity and data modeling and activity based cost modeling. Modeling is an important part of overall process analysis and design in BPM&R. You have to understand what the process is before it can be reengineered and IDEF is an excellent tool to assist in this phase. In addition, before an organization can define its Activity Based Costing Model, it must first understand the "activities" that make up the model and where the costs actually come from. IDEF0 Activity Modeling is a powerful tool to aid an organization in identifying and defining the activities which are essential to building an accurate ABC/M model. ABC is a managerial accounting methodology used to understand the true costs of your processes and enables visibility of key activities/processes for performance improvement. How to integrate the use of IDEF Activity Modeling with the principles of ABC is presented and examined as part of the integrated case study. This course also includes an in-depth instruction on Process Mapping using the latest Business Process Modeling Notation (BPMN) specifications.

Part III: Process Analysis and the Business Case, MHC-1056 (BPM&R Practitioner Core Course)

Process Analysis and the Business Case (MHC-1056) is a 3-day course that covers the essential elements involved in performing a BPM&R Process Analysis and Benchmarking as well as the development of the Business Case Decision Package. Individuals will learn the steps in performing Process Analysis and how Process Analysis is linked to Planning. Individuals will also learn how to plan and conduct a Benchmarking Project and apply the results to a BPM&R initiative. Building the Business Case incorporates all the relevant information from the previous steps in BPM&R into a final decision package to reengineer a process. BCA also includes the traditional methodology of economic analysis in which several alternatives are compared.

**Mountain Home Institute for Innovative Management (MHi)
Business Process Management & Reengineering (BPM&R)
Coaching & Certification Program**

Detailed Course Descriptions

MHC-1012 Business Process Reengineering Fundamentals (with Strategic Planning)

MHC-1012 (3 days) -- *FasTrak* Series ([BPM&R Practitioner Core Course](#))

Who Should Attend:

This course is designed to provide the student an understanding of what Business Process Management & Reengineering (BPM&R) is and how it can be effectively applied successfully in any organization. The course is designed for individuals currently or soon to be involved in a Business Process Management & Reengineering (BPM&R), ERP, Six Sigma/Lean Implementation, Functionality Assessment (FA) project, or organizations going through significant budget cuts; or those who need to know how to implement such projects or the aftermath of budget reductions.

How You Will Benefit:

Today, throughout both the commercial and government sectors, change is inevitable. Performance Improvement is the watchword. Budgets are being slashed at all levels. Business Process Management & Reengineering (BPM&R) has been relied on as a means to significantly improve an organization's performance. BPM&R is defined as the fundamental rethinking and radical redesign of business processes and culture to bring about dramatic improvements in organizational performance. It's an exciting philosophy that encompasses many, if not all, of the improvement concepts and techniques that have been used over the past 50 years, including such areas as Six Sigma/Lean, TQM (continuous process improvement), performance measurement, productivity improvement, as well as others. A participant in this course will benefit greatly through:

- Hands-on approach to learning (with many group discussions)
- Latest on BPM&R strategy and applications
- Up-to-date reference/course materials
- Apply a proven, structured approach to business process reengineering
- Presenters with actual experience in the area of process reengineering and strategic planning

What You Will Cover:

- The latest information concerning BPM&R strategies and direction across multiple industries and sectors.
- An in-depth discussion of the Innovative Management Framework™ (IMF) methodology.
- Concepts, policies, and procedures employed in the conduct of strategic and business planning as a necessary initial step in BPM&R.
- An in-depth discussion of Enterprise Performance Management, including the Balanced Scorecard.
- Tools and techniques that are used in the definition, analysis, development, and implementation of organizational strategic and business plans.
- Tools and techniques that will help the participant in starting and completing a BPM&R project.
- The relationship of knowledge management in reengineering, the building of a synergistically-aligned Learning Enterprise.
- The course will also examine how BPM&R serves as a necessary first stage in implementation of Enterprise Resource Planning (ERP) systems, and how it interfaces with Six Sigma/Lean, Total Quality Management (TQM), various other transformation initiatives ongoing across the commercial and government sectors.

MHC-1034 Process Modeling and Activity Based Costing

MHC-1034 (4 days) -- *FasTrak* Series (BPM&R Practitioner Core Course)

IDEF0 Modeling is a structured activity modeling technique focused on defining the various decisions made and activities performed in the creation of an organization's products or services. It is essential in understanding "What" work is being done in the organization, versus "How" that work is performed. IDEF0 Model analysis aids an organization in determining what activities it should, and should not, be doing, thus focusing it on the "Right Things".

Activity Based Costing (ABC) is a management accounting system that accurately links the cost of products and services offered to customers with the consumption of valuable organizational resources. Using conventional government accounting systems, you will never (unless by luck) accurately identify the costs of your products and services or the cost of the activities that produce them. ABC is an essential technique in understanding the true costs of your business processes and how to make them more cost-effective.

Who Should Attend:

This course is designed to provide the student an understanding of how Activity Modeling and Activity Based Costing/Management is applied in an organization as part of the *Innovative Management Framework™* (IMF) methodology. The IMF was created from the Framework for Managing Process Improvement methodology, originally developed by DoD (which forms the foundation for the entire BPM&R Certification Program training series). Activity Modeling and Activity Based Costing are critical in determining the cost of activities during a reengineering effort or Commercial Activities review. The course is designed for individuals currently or soon to be involved in a Business Process Management & Reengineering (BPM&R), ERP, Six Sigma/Lean Implementation, or organizations going through significant budget cuts; or those who need to know how to implement such projects or the aftermath of budget reductions.

How You Will Benefit:

- Use IDEF0 Process Modeling and Process Mapping (including BPMN) to analyze core business processes.
- Understand the role of IDEF0 Process Modeling in building Activity Based Costing (ABC) Models.
- Learn the basics of conducting an IDEF0/ABC study.
- Learn how to use process mapping as an effective analysis tool.
- Exercises will provide a "hands-on experience" in developing and analyzing Activity Models.

What You Will Cover:

- An Overview of Process and Activity Modeling.
- Using IDEF0 to define an organization's activities.
- Using Process Mapping as a tool for analyzing activities.
- An Overview of Managerial Accounting.
- The Principles of Activity Based Costing (ABC).

MHC-1056 Process Analysis and the Business Case MHC-1056 (3 Days) -- *FasTrak* Series) **(BPM&R Practitioner Core Course)**

Process Analysis and the Business Case is a 3-day workshop for those who will be performing BPM&R process analysis. The course presents the fundamentals of process analysis and how Benchmarking can best be performed to achieve dramatic improvements in process performance leading to the development of a Business Case Decision Package.

Who Should Attend:

The course is designed for individuals currently or soon to be involved in a Business Process Management & Reengineering (BPM&R), ERP, Six Sigma/Lean Implementation, Functionality Assessment (FA) project, or organizations going through significant budget cuts; or those who need to know how to implement such projects or the aftermath of budget reductions. In particular, those individuals who will be involved with the process analysis phase of a reengineering project need to attend this course. No prior background in cost or economic analysis is required.

How You Will Benefit:

- Participants will learn how to apply process analysis to dramatically improve business processes.
- Participants will learn how Benchmarking can maximize your process analysis efforts and achieve significant improvements in process performance.
- Participants will learn how to plan and conduct a Benchmarking project and apply the results to a BPM&R initiative.
- Participants will learn how to incorporate the results of IDEF and ABC analyses.
- Learn the requirements for performing a successful Business Case Analysis.
- Learn how to identify and document risk and how to compare alternatives that have different costs and benefits.

What You Will Cover:

- Benefits of a BPM&R process improvement methodology
- Benefits of Benchmarking.
- Methodology for conducting a baseline analysis of your current AS-IS process.
- Methodology for conducting an improvement analysis.
- Methodology for redesigning/reengineering a new TO-BE process.
- Methodology for performing Benchmarking within the process analysis project.
- Benefits of performing a Business Case Analysis.
- Building a Business Case Analysis Decision Package.
- Using Turbo BPR to build the Business Case

NOTE: *Students should bring a calculator on the fourth and fifth day of class.* [Those students who would like hands-on experience with Turbo BPR should bring a laptop computer on the last day of class.]

MHi BPM&R Coaching & Certification Program

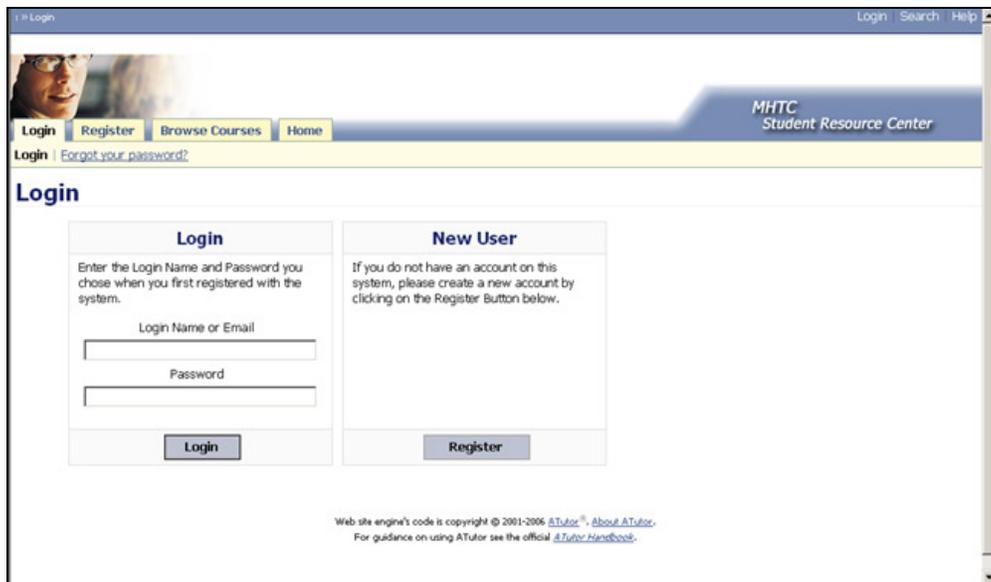
Student Resource Center (SRC) Information

MHi BPM&R Certification Training Series Student Resource Center (SRC) Overview

In addition to the classroom sessions, each student will be provided an account on Mountain Home's Student Resource Center (SRC). The SRC is the way we provide our students with the supplemental resources they need to successfully complete the BPM&R Certification Training Series. Through the SRC, the student has access to a myriad of different resources such as an Online Glossary, Recommended Reading Lists, Helpful Links, Tools, Worksheets, Articles, Whitepapers, collaboration tools like Chat Areas and Student Forums, and recordings of our actual Live!Online sessions.

You will begin your journey on the login screen. Here you will provide your userid and password to login to the SRC.

LOGIN SCREEN



The screenshot shows the login interface for the MHTC Student Resource Center. At the top, there is a navigation bar with links for Login, Register, Browse Courses, and Home. The page title is "MHTC Student Resource Center". Below the navigation bar, there is a "Login" section with a "Forgot your password?" link. The main content area is divided into two columns: "Login" and "New User". The "Login" column contains a form with two input fields: "Login Name or Email" and "Password", and a "Login" button. The "New User" column contains a "Register" button. At the bottom of the page, there is a small copyright notice: "Web site engine's code is copyright © 2001-2006 ATutor®, About ATutor. For guidance on using ATutor see the official ATutor Handbook."

Once you have logged in, you will see a link to your course. Click that link and it will bring you to your course's HOME page.

I. "HOME" Screen.

MHTC Student Resource Center : Home - Microsoft Internet Explorer

Address: http://www.mhc-net.com/ok/ATutor/index.php

MHTC Student Resource Center

Home | Glossary | Forums | Manage

BPR Fundamentals (with Strategic Planning), MHC-10120D - OnDemand

Home

Business Process Reengineering Fundamentals (with Strategic Planning) - OnDemand
MHC-10120D

Training is at the heart of our mission

Glossary | Forums | My Tracker | Course Review & Results | Recommended Reading List | Chat

Announcements

Welcome to the BPR Fundamentals (with Strategic Planning), MHC-10120D Resource Center

Friday May 19, 2006 - 12:33

Content Navigation

- Home
- 1 BPM&R Lesson List
- 2 Course Material
- 3 Articles
- 4 White Papers & Prese...
- 5 BPM&R Tools

Users Online

Derril Watts
Guests are not listed

Search

Match:
 All words
 Any word
Search

This is the HOME page, the first screen the student will see after logging into the system and selecting their course link. There are three major sections of this screen, the “Content Navigation”, the “Home” icons, and the “Announcement” section. Each section aids the student in “getting around” the site and the course material, as well as provides important updated information regarding the class and materials that have been added to the course library. Recommended Reading Lists, Online Glossary, Useful Web Links, and Student Forums are available to the student from the Home screen.

MHTC Student Resource Center : Recommended Reading List - Microsoft Internet Explorer

Address: http://www.mhc-net.com/ok/ATutor/reading_list/index.php

MHTC Student Resource Center

Home | Glossary | Forums | Manage

Recommended Reading List | Resources

BPR Fundamentals (with Strategic Planning), MHC-10120D - OnDemand

Recommended Reading List

Start	End	Title	Required Comment
None	None	Taking Charge – A Practical Guide for Leaders	Optional
None	None	Make it So – Leadership Lessons for Star Trek, The Next Generation	Optional
None	None	Power of Alignment, The – How Great Companies Stay Centered and Accomplish Extraordinary Things	Optional
None	None	Learning to Fly	Optional
None	None	Leading Change	Optional
None	None	Improving Performance – How to Manage the White Space on the Organization Chart	Optional
None	None	Heart of Change – Real-Life Stories of How People Change Their Organizations	Optional
None	None	Good to Great, Why Some Companies Make the Leap... and Others Don't	Optional
None	None	Flight of the Buffalo – Soaring to Excellence, Learning to Let Employees Lead	Optional
None	None	ESHT!	Optional
None	None	Fifth Discipline, The – The Art & Practice of The Learning Organization	Optional
None	None	Corps Business – The 30 Management Principles of the U.S. Marines	Optional
None	None	Business Process Improvement, Breakthrough Strategy	Optional
None	None	Built to Last	Optional
None	None	Breakthrough: The Search for Industry Best Practices That Lead to Superior	Optional

Content Navigation

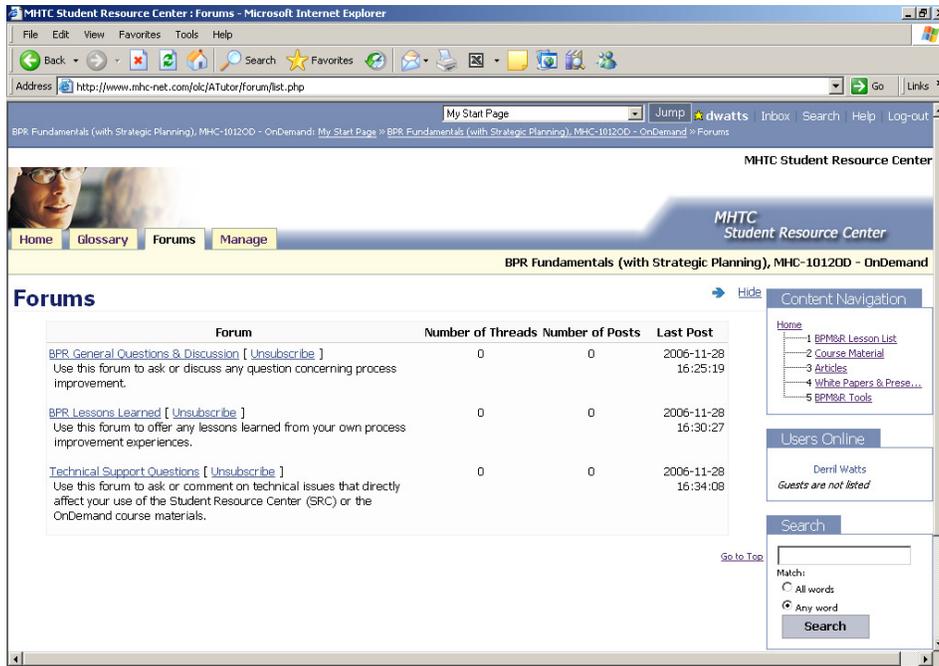
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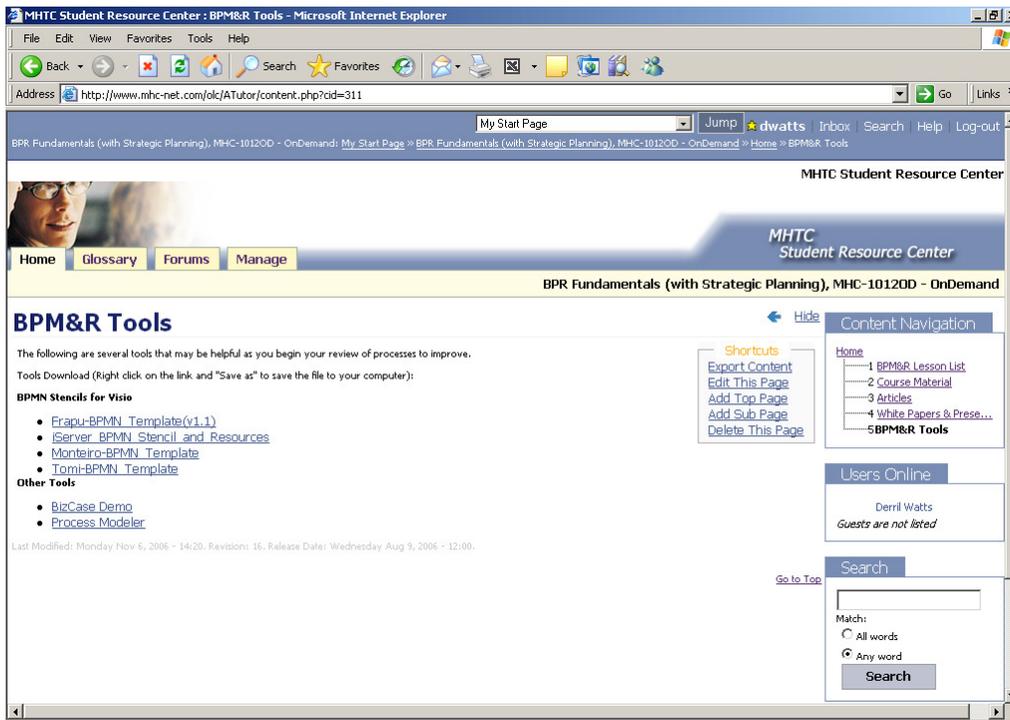
Derril Watts
Guests are not listed

Search

Match:
 All words
 Any word
Search



Articles, White Papers & Presentations, Worksheets, LSS Tools, Policy and Guidance documents are also available in the SRC Resources which the student will find on the “Content Navigation” panel on the right side of the screen. The following are screenshots showing the different resources available.



II. “LESSON” Screen.

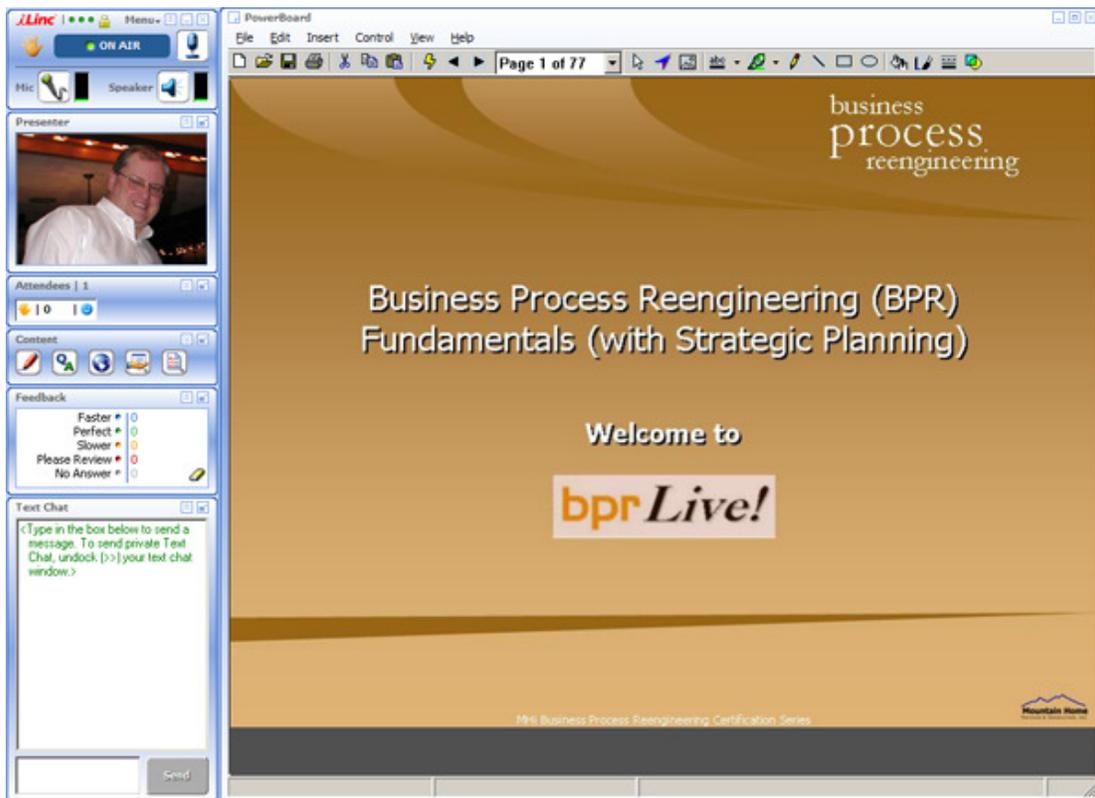
The screenshot displays the 'BPM&R Lesson List' page within the MHC Student Resource Center. The browser's address bar shows the URL: 'BPR Fundamentals (with Strategic Planning), MHC-1012OD - OnDemand: My Start Page > BPR Fundamentals (with Strategic Planning), MHC-1012OD - OnDemand > Home > BPM&R Lesson List'. The page header includes 'MHC Student Resource Center' and navigation tabs for 'Home', 'Glossary', 'Forums', and 'Manage'. The main content area is titled 'BPM&R Lesson List' and features a large banner for 'Building Strategic Partnership-- Business Strategy and Process Reengineering Business Process Reengineering (with Strategic Planning) MHC-1012'. Below the banner, there are sections for 'LESSON SPECIFICS' (including 'LIVE!ONLINE RECORDING' and 'Welcome to the Course' with links to chapters 1-4) and 'RESOURCES' (including a photo of people in a meeting and a link to 'ASK THE INSTRUCTOR'). On the right side, there is a 'Content Navigation' section with a table of contents, a 'Shortcuts' section with links like 'Export Content' and 'Edit This Page', a 'Users Online' section showing 'Derril Watts' and 'Guests are not listed', and a 'Search' section with a search box and radio buttons for 'All words' and 'Any word'.

In addition to the “Content Navigation” section, the “Lesson” screen contains the heart of our online class delivery system. It serves as the “**Command Center**” for all of the numerous lessons contained in each chapter of the course. The “Lesson” screen also contains three key areas, the Live!Online Recording, Lesson Exercises and Case Study, and the “Resources” section where the student has instant access to specific material that is relevant to the particular lesson, as well as a link to contact the instructor, should the student need help with either the subject matter or the usage of the Student Resource Center.

III. The “Live!Online Recordings” Screen.

A major part of the learning experience is the ability to view recordings from Mountain Home’s Live!Online classes. The Live!Online recordings are created from actual live instructor-led sessions which have been edited and divided into easy-to-view segments that follow the specific lesson identified in the “Content Navigation” panel. One of the major benefits of including these “live” sessions is they give the student a sense of being in a live class, not just sitting through a series of boring pages or slides. The student experiences the give and take, group discussions, and passion that comes with being in a live class. These recordings also give the student the ability to move straight through the material or back up and review a specific part of the lesson. The following is a sample of the screenshots the student will see when they click on the “Live!Online Recording”:

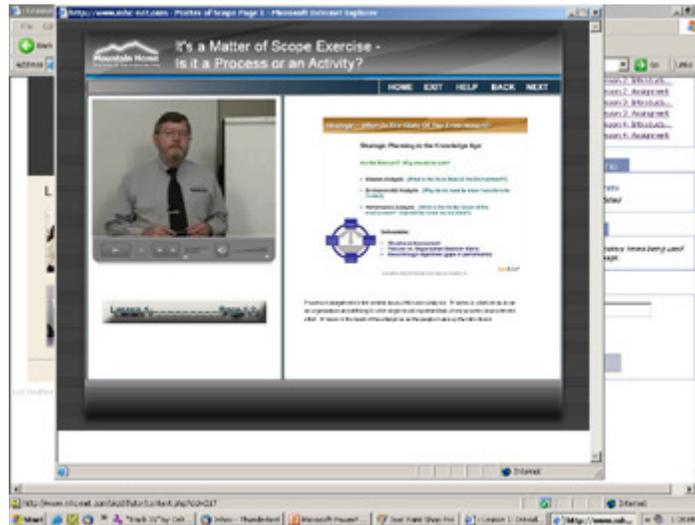
The Main Screen.



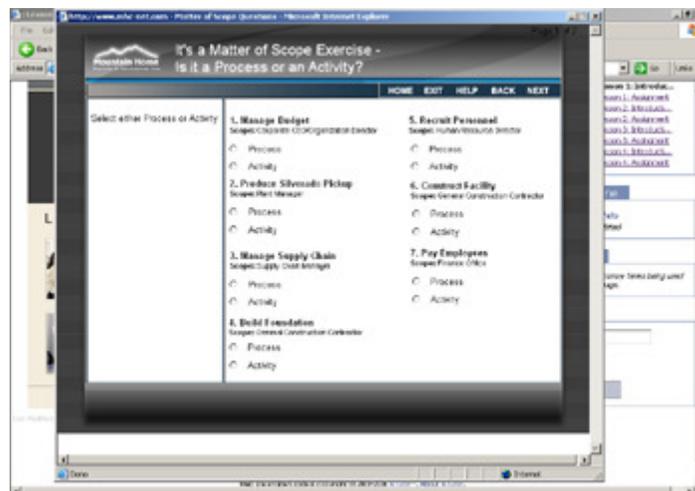
IV. The Exercise and Case Study

When the student clicks on the “Exercises and Case Study” button, he/she will see a popup window that contains the exercise, quiz, or case study that is applicable to that lesson of the class. These exercises range from a simple multiple choice quiz to more complicated Modeling simulations. The following screenshots show just a few of the types of exercises that are included.

Exercise with Video Instruction.



Simple Quiz.



More Complicated Modeling Simulation.

The screenshot shows a web browser window with the URL <http://www.nrc.edu/ems>. The page title is "It's a Matter of Scope Exercise - Is it a Process or an Activity?". The page content includes "Exercise Instructions" and a "Building an IDEF1X Process Model" diagram. The diagram is a complex IDEF1X process model showing various entities, relationships, and data flows. The browser's address bar shows the URL, and the taskbar at the bottom displays several open applications, including "Internet Explorer" and "Task 17 by Call...".

Exercise Instructions

To complete the model, move your cursor over the activity and drag it to the appropriate location in the model. Once you have completed the model, click the "Save" button. If you have any questions, click the "Ask the Instructor" button below.

[Ask the Instructor](#)

Building an IDEF1X Process Model

The diagram shows a process model with several entities and relationships. The entities include "Customer", "Salesperson", "Product", "Order", "Inventory", "Warehouse", "Shipper", "Carrier", "Truck", "Trailer", "Truckload", "Trailerload", "Truckloadload", "Trailerloadload", "Truckloadloadload", and "Trailerloadloadload". The relationships are represented by lines connecting the entities, with some lines labeled with "1" and "N" to indicate cardinalities. The diagram is a complex network of lines and boxes, representing a detailed process model.

MHTC, Inc Corporate Capabilities

Company Background



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Where Your Success IS Our Business!

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The Mountain Home Advantage... Leading the Transformation of Business

Business Process Management & Reengineering (BPM&R) Certification

Today's commercial environment is full of challenges that require a new kind of organization, one that is leaner, faster, and less costly than its predecessor. This new environment creates change faster than ever before, where organizations must learn that they are not only responsible for producing a product or service, but in doing so, they must become competitive. Competition can come from anywhere including other commercial businesses at home and abroad, as well as government organizations. Organizations across the commercial and government sectors are being told to measure their improvements in performance and tie that performance to the bottom line, as well as their budget submissions.

Leading the Transformation of Business requires an enterprise to fundamentally rethink and radically redesign its core business processes and culture, leveraging its critical knowledge to achieve and sustain competitive advantage through dramatic improvements in critical measures of performance. To sustain a competitive edge in the future, an organization must continually learn and look for the best within itself. This new organization must be made up of high-performing knowledge workers who are self-adaptive, creative, responsive, and who collaborate and share what they know with others, and are continuously learning. The organization must systematically analyze its performance and make the changes necessary to stay focused on providing the most value possible for their customer. The end result is a successful enterprise that is effective, efficient, innovative, and competitive in any environment.

Originally known as the U.S. Department of Defense (DoD) Business Process Reengineering Certification Program (Cadre 100), the *Mountain Home Institute for Innovative Management (MHI)* BPM&R Certification Program is an industry-leading training program whereby individuals can become certified as either a **BPM&R Practitioner** or **BPM&R Master Facilitator**. A **BPM&R Practitioner** has demonstrated working knowledge of the theory and application of the key concepts of BPM&R enabling him/her to be a participant and contributing member of a BPM&R team. A **BPM&R Master Facilitator** has not only met the academic and experiential requirements of the *BPM&R Practitioner*, but also has attended Mountain Home's Group Facilitation Skills for BPM&R Teams, MHC-107, course. To qualify for either of these levels of certification, individuals need to successfully complete the following list of courses (as indicated by level of certification, including required exams and case studies) and apply for certification upon completion through Mountain Home Training & Consulting, Inc.

The training curriculum at the heart of the certification program was originally designed and developed by the U.S. Army Management Engineering College (AMEC), in concert with the Office of the Assistant Secretary of Defense (C3I), in 1993 and supports all of the reinvention and business transformation initiatives being implemented across Federal, State, and local government today, including DoD. When the College was closed in September 1997, former faculty members were asked by the DoD sponsor of the program to continue the delivery of the BPM&R Certification training series which AMEC had developed.

Mountain Home Training & Consulting, Inc. (MHTC) was created out of the closure of AMEC to continue the tradition of providing industry-leading BPM&R Certification training. **Even though the curriculum structure has remained basically the same, the material is constantly being updated to reflect the significant advances in BPM&R and performance management knowledge throughout both the commercial and government sectors. This**



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knowledge has evolved, and continues to evolve, from our experience of actually applying the techniques we teach, in a real-world environment.

If you are looking for a way to decide what direction to go in developing the in-house expertise in BPM&R that your organization needs to make it competitive, we offer the following advantages of using Mountain Home:

Advantage #1.

All of our trainers/consultants are BPM&R certified under the original certification curriculum. Each of the trainers who teach the classes that make up the MHi BPM&R training series has sat on the other side of the table as a student. They know what it takes to go through the courses that make up the curriculum.

Advantage #2.

All of our trainers/consultants have actual experience in applying the techniques taught in the BPM&R Certification Program training series courses. They have both experience in consulting for commercial (both large and small companies) and government organizations, as well as participating on, or leading major BPM&R efforts.

Advantage #3.

The co-founders of Mountain Home are the original designers of the MHi BPM&R Certification Program training series curriculum, which makes them intimately familiar with the curriculum and the knowledge that is being transferred to the student.

Advantage #4.

The price of our training series is a great value. The value of our training series is unmatched in the industry. Even though the price of the training is in some cases one-half the cost of other BPM&R certification training, the quality of the instruction is considered by many, from both government and the commercial sectors, to be the best in the industry.

And, Lastly, Advantage #5.

From the original U.S. DoD BPM&R Certification Program, through the transition to today's MHi BPM&R Certification Program training series, the Co-Founders of Mountain Home have overseen and/or trained more BPM&R Certification Program graduates than any one else in the industry. Since the program began in 1993, AMEC/Mountain Home has provided BPM&R training to over 40,000 students around the world across the commercial sector, DoD, and other government Agencies, including over 4,500 individuals certified, of which nearly 3,850 certified since 1998 through Mountain Home.



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So, if you are trying to decide what BPM&R training to bring to your organization, consider the MHi BPM&R Certification Program training series and Mountain Home. We provide the training that your organization needs to be competitive in today's ever-changing commercial or government environments. This could be one of the most important decisions of your career, don't pass up the opportunity to make a difference!

If you have any questions concerning this program or need additional information, please contact us toll free at 1-877-502-HOME (4663), or visit our web site at <http://www.mhc-net.com> .

This is your opportunity to see what wonders you can create!!



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Partial List of Corporate Clients

Mountain Home has provided either training or consulting assistance to over 200 corporate clients, from small businesses to Fortune 100 companies. The following is a partial list of our corporate clients:

Adaptis Inc.	National Bank of Jordan
Allen Consulting, Ltd., UK	NCI, Inc.
BAE Systems	NCR
BD Systems, Inc.	Northrop-Grumman
Booz-Allen, & Hamilton	Palma, Amman, Jordan, UAE, Sudan
CST, Inc.	Platts Analytics
CTGi	ProVia Corporation
DAKO	SAIC
DSCI	Scitor Corporation
Dynamic Systems, Inc.	Spry Methods Inc.
EDO	SRA
General Dynamics IT	SunTrust Bank
Grant Thornton LLP	Telos
GSTek, Inc.	Wells Fargo
Heroux-Devtek	Westar Systems
INS, Inc.	
KBSI	
KTech Corporation	
La-Z-Boy, Inc.	
Lockheed-Martin	
Logicon, Inc.	
ManTech	
McGraw-Hill Companies	
Merck & Co., Inc.	
MEVATEC Corporation	
Microsoft	
Mid Contracting, UK, Jordan	
MMS, Inc.	



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Partial List of Government & Other Non-Profit Clients

Mountain Home has provided either training or consulting assistance to over 400 Federal, State, and local government organizations, as well as non-profits. The following is a partial list:

U.S. Department of Defense, Office of the Secretary
U.S. Department of the Army (including commands and local installations)
U.S. Department of the Air Force (including commands and local installations)
U.S. Defense Logistics Agency
U.S. Defense Media Activity
U.S. Military Sealift Command
U.S. Navy (including commands and local installations)
U.S. Naval Reserve
U.S. Marine Corps (including commands and local installations)
U.S. Department of Transportation
U.S. Department of Homeland Security
U.S. Department of Health and Human Services
U.S. Department of Commerce
U.S. Coast Guard
HQ, U.S. Forces Command
HQ, U.S. Air Materiel Command
Federal Aviation Administration (FAA)
U.S. Centers for Disease Control
American Red Cross
State of North Carolina
County of San Bernardino, State of California
Government of Canada
Government of Cyprus
Government of Jordan
Government of Singapore
Government of the United Arab Emirates



The Mountain Home Institute for Innovative Management (MHi)

An Overview of the Institute

Over 40,000 students from 70 different countries have gone through at least one of our training courses and over 7,500 have completed the rigorous requirements for certification in either Lean Six Sigma (LSS) or Business Process Management & Reengineering (BPM&R).

Since 1997, Mountain Home Training & Consulting, Inc. has continued to provide the highest quality, most relevant process improvement training and certification in the industry. Mountain Home is significantly different than other commercial training and certification providers in two distinct ways.

First --

First, to ensure and maintain the integrity of our Certification programs, the founders of Mountain Home decided to form an independent organization from which our certification criteria and oversight would be managed. In early 2000, they established the Mountain Home Institute for Innovative Management (MHi) with an initial Board of Advisors made up of five (5) members representing various industries across the commercial sector. The Mountain Home Institute was originally created to provide a “think tank” type environment for the continual search for best practices in process improvement and enterprise performance management. However, beginning in late 2001, the Mountain Home Institute’s mission statement was changed so that it would become the sole authority for the oversight and management of all Mountain Home certification programs.

The Mountain Home Institute currently has an active membership of eleven (11) individuals from six different industries on our Board of Advisors (representing Healthcare, manufacturing, business services, software development, and education) who provide an “arm’s length” and cross-industry perspective on what should be in our Lean Six Sigma and Business Process Management & Reengineering certification programs.

Second --

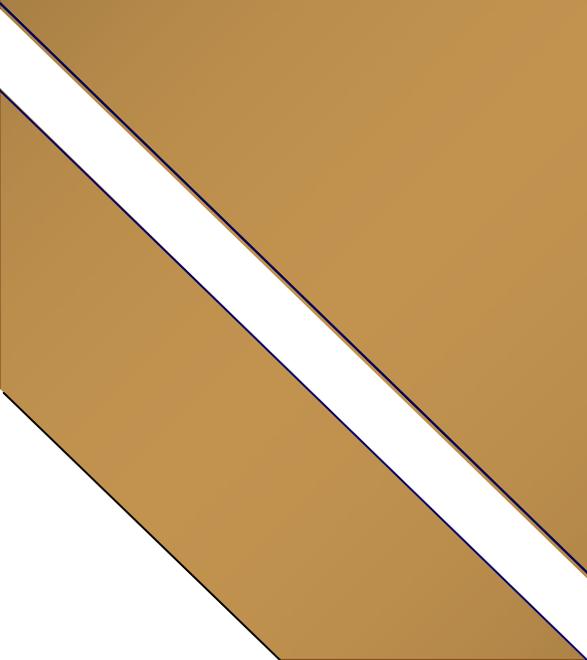
Second, at the heart of all of Mountain Home’s certification programs is our methodology, called the Innovative Management Framework (IMF). It combines the best from our years of providing one of the industry’s most prominent business process reengineering certification programs with the latest concepts, techniques and tools of business process management, knowledge management, and lean six sigma to create an integrated approach to improving business performance. By integrating key elements of various Books of Knowledge (BOKs) from organizations and associations such as the



American Society for Quality (ASQ), the U.S. Department of Navy, Business Process Management Institute (BPMI), and the Association for Business Process Management Professionals (ABPMP), with our Innovative Management Framework, we are able to provide a truly robust Lean Six Sigma (LSS), Reengineering (BPR), and Business Process Management (BPM) training and certification program that would not only cover the performance improvement of the enterprise, but also the sustainment of that improvement through a process enabled implementation.

For example, our Lean Six Sigma curriculum, while closely following the ASQ Lean Six Sigma Body of Knowledge, has an added focus on Strategic Planning, Performance Measurement, Business Process Management and Culture Change. Without the integration of these aspects of process improvement, the organization loses an opportunity to create the synergy it really needs to sustain the improvements in the long run. This infusion of multiple process improvement disciplines creates a truly unique learning experience that propels an organization beyond the results they would potentially achieve through traditional six sigma, quality management, and lean approaches.

If you have any questions concerning the Mountain Home Institute, please feel free to email the Institute's Executive Secretary, Ms. Debbie Denton, at debbie@mhc-net.com.



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