



2-Day Workshop on Optimizing Program and Service Delivery via Improved Operational Costing

Strategies for enhancing resource planning, business process management and operational costing using Collaborative Business Planning (CBP)

Collaborative Business Planning (CBP) supports an integrated resource management approach where strategic, operational, and financial teams share information to develop business process models that accurately describe and forecast impacts of organizational change. Key to this approach is understanding and improving operational throughputs and efficiencies. As a result, these models help identify cost reduction opportunities while retaining the quality and service levels of an organization's outputs, whether they are defined as programs, products or services.

This two-day workshop, developed and delivered by **Landmark Decisions** and hosted by **CloseReach**, is offered to assist organizations better understand the critical success factors associated with driving a "Business Process Improvement" culture in their organizations. Through the use of real-world examples and an interactive "hands-on" case study, participants come away with "ready to apply" tips, techniques, and templates to either initiate or enhance efficiency or operational/service costing initiatives in their own organizations.

Key Learning Objectives

- Learn how to initiate, align, and sustain activity-based planning (ABP) and improved operational costing in your organization
- Develop "hands-on" experience in building meaningful resource management and operational planning and costing models
- Appreciate the value of planning in a collaborative environment to improve the long-term sustainability of the enterprise
- Understand the role of ABP technology using a new process modeling and operational costing module on the **Qualiware** platform, Collaborative Business Planning (CBP), for visualization, calculation and scenario playing purposes

Who Should Attend and Why?

This workshop provides foundational training on developing high quality business process/cost management content. It also demonstrates how leading-edge ABP software like CBP can be used to help organizations better collaborate to improve organizational performance. It will benefit:

- **Strategic managers** tasked with charting future organizational impacts
- **Operational managers** needing to better understand resource capacity requirements for doing more with less
- **Financial and resource management personnel** responsible for costing or budgeting



Course Outline

Key Opportunities for Improved Operational Costing

- Driving forces for improved operational cost management
- Common challenges in operational costing
- The value proposition for enhancing resource and cost management practices

Linking Operational Planning and Strategy Execution

- How resource management supports all business management perspectives
- Aligning operational planning with performance indicators and targets
- The fit for Activity-Based Planning (ABP) and Closed Loop methodology concepts

Fundamentals of Activity-Based Planning (ABP)

- Evolution of cost management methodologies
- Understanding resource capacity and utilization
- Scenario-playing for improved organizational efficiency

The Role and Value of ABP Technology

- How technology enhances organizational engagement
- The value proposition for implementing ABP technology
- An introduction to the Collaborative Business Planning (CBP) toolset

The Eight Steps to Implementing ABP

- Conduct a strategic assessment to determine operational costing objectives
- Analyze current business status and define organization outputs
- Perform an activity analysis to understand business processes and relationships
- Construct the business model diagram to define data collection requirements
- Collect relevant operational and financial data to populate the business model
- Build and validate the business model using CBP
- Improve cost behavior understanding and identify optimization opportunities
- Plan and budget for the future using “what-if” capabilities

Initiating, Aligning and Sustaining Activity-Based Planning Models

- Identifying major hurdles to successfully implementing ABP
- Considerations and benefits of deploying an ABP pilot
- Integrating ABP with other initiatives such as Lean and Results-based Management

When and Where?

Wednesday & Thursday, January 15-16, 2020

CloseReach Training Facility

440 Laurier Street West, Suite 200, Ottawa ON K1R 7X6

For more information or to register go to: bit.ly/2PTLSKs or contact Mike Haley, Landmark Decisions at mhaley@landmark.ca or +1.902.499.5425

1. The Consortium for Advanced Management International (CAM-I) – www.cam-i.org