



UNNExT Workshop on Business Process Analysis for Single Window Implementation

**In Cooperation with
The Department of Import and Export, Ministry of Industry and Commerce, Lao PDR**

Date: 8 - 10 February 2012

Venue: Thalad, Vientiane Province, Lao PDR

Purpose and objective:

Training of Analysts on BPA is to support the implementation of paperless trade and Single Window projects. To improve the efficiency and effectiveness of processes and information flows throughout the supply chain, it is crucial that the existing “as-is” conditions are well understood, prior to implementing trade facilitation reforms such as a Single Window. The purpose of BPA training is to facilitate the analysis of “as-is” conditions and development of recommendations for improvements.

In the training, the participants will learn:

- The important role of business process analysis in business process simplification, data harmonization, and Single Window implementation;
- Selected graphical notations based on an international standard modeling language for business process modeling; and
- Step-by-step approach to business process analysis and development of recommendations for future improvement.

It is expected that the participants will have an opportunity to apply their gained skills to conduct actual BPA on selected target products once they return to their country.

Target participants (20-25):

This training is designed for practitioners and decision makers in government agencies and other parties involved in the international trade. Target participants include officials from Customs, other inspection agencies, Ministry of Commerce, Port Authority, Private Sector, Academia/Research Institution/Planning Agency. A balanced group of participants from different stakeholders is preferred. Participation of an exporters/importers, freight forwarders or someone with practical experience in conducting an international trade transaction, is encouraged

The following individuals will conduct the workshop:

Dr. Somnuk Keretho, Institute for Information Technology Innovation, Kasetsart University
Mr. Khan Salehin, UNESCAP

Reference Training Material

- UNNExT Business Process Analysis Guide for Simplification of Trade Procedures (2010)
http://www.unescap.org/unnext/tools/business_process.asp

Draft Annotated Programme

Day 1: Wednesday, 08 February 2012	
08.30 – 08.45	Registration
09.00 – 09.10	Opening remark
09.10 – 09.30	Welcome of participants The first session will allow self-introduction of participants and trainers. It will also provide a presentation of workshop programme.
09.30 – 10.00	Module 1: Introduction to Business Process Analysis The participants will be introduced to business process analysis, a technique for business process documentation so-called business process modelling, and major steps required in conducting business process analysis. They will learn the important role of business process analysis and business process modelling in the implementation of trade facilitation measures, such as business process simplification, data harmonization, and Single Window implementation. Key project stakeholders of a BPA project, their roles, and responsibilities will be identified. Important qualifications that business process analysts should have will be discussed. The participants will also be introduced to various outputs of business process analysis. They will be familiarized with selected UML notations and learn to read and describe UML use case and activity diagram. <ul style="list-style-type: none"> • Introduction to business process analysis and business process modelling • Outputs of business process analysis • UML notations for use case and activity diagram • Use of UML modeling tool to draw UML diagrams • Exercise: Read UML use case and activity diagram
10.00 – 10.15	<i>Break</i>
10.15 – 12.00	Module 1: Introduction to Business Process Analysis (continued)
12.00 – 13.30	<i>Lunch break</i>
13.30 – 15.00	Module 2: Defining the Scope of a BPA Project The participants will learn how to initiate the business process analysis project and how to develop the project scope using UML use case diagram. The nature of business process analysis project which often involves many stakeholders and prerequisites for project initiation such as political commitment and support will be discussed. <ul style="list-style-type: none"> • Identifying the scope of a BPA project • Defining the terms of reference • Exercise: Draw a use case diagram

15.00 – 15.15	<i>Break</i>
15.15 – 16.45	<p>Module 3: Planning a BPA Project The participants will learn how to develop a work plan to manage the implementation of the business process analysis.</p> <ul style="list-style-type: none"> • Planning and managing the business process analysis project • Exercise: Estimate time required in completing the business process analysis project and develop project schedule
Day 2: <u>Thursday, 09 February 2012</u>	
09.00 – 10.15	<p>Module 4: Conducting Business Process Modelling The participants will be introduced to data collection techniques. An emphasis will be placed on a semi-structure interview. The participants will learn how to document captured data in the activity diagram and time-procedure chart. They will also learn how to develop the process description that further elaborates relevant information that is not shown in the diagram. In addition, the participants will participate in the role play that simulates an interview session. While the participants who are designated as interviewees provide information about the business processes under the examination, the participants who are designated as interviewers capture the information. After the interview session ends, they all will work together to consolidate the captured information and document it in activity diagrams and time-procedure chart.</p> <ul style="list-style-type: none"> • Eliciting and documenting the as-is business processes • Exercise: Draw an activity diagram • Exercise: Draw a time-procedure chart • Exercise: Role play - interview session
10.15 – 10.30	<i>Break</i>
10.30 – 12.00	Module 4: Conducting Business Process Modelling (continued)
12.00 – 13.30	<i>Lunch break</i>
13.30 – 15.00	Module 4: Conducting Business Process Modelling (continued)
15.00 – 15.15	<i>Break</i>
15.15 – 17.00	Module 4: Conducting Business Process Modelling (continued)
Day 3: <u>Friday, 10 February 2012</u>	
09.00 – 10.00	<p>Module 5: Conducting Business Process Analysis The participants will learn how to use the outputs from the business process analysis project to identify redundancies and bottlenecks.</p> <ul style="list-style-type: none"> • Analyzing the as-is business processes • Exercise: Identifying bottlenecks and redundancies
10.00 – 10.30	<p>Module 6: Business Process Analysis and Trade Facilitation Measures The participants will learn how outputs are used as a basis for implementing various trade facilitation measures especially business process simplification</p>

	<p>and data harmonization. Relevant international best practices and standards will be introduced.</p> <ul style="list-style-type: none"> • Business process analysis and business process simplification • Business process analysis and data harmonization <ul style="list-style-type: none"> • Exercise: Designing the to-be process • Exercise: Capturing data requirements
10.30 – 10.45	<i>Break</i>
10.45 – 11.45	Module 6: Business Process Analysis and Trade Facilitation Measures <i>(continued)</i>
11.45 – 13.15	<i>Lunch break</i>
13.15 – 14.45	<p>Mini-BPA Exercise Session</p> <p>The trainees will engage in a preliminary mini-BPA exercise against a small number of target products. The exercise will be done in breakout groups. Depending on the participants, the exercise will either consist in reviewing actual/existing business process analysis cases and identifying issues for their improvements and to streamline procedures; development of preliminary BPA by country teams for a given product (or a given trade sub-process); or a combination of the two. The trainer(s) will be present during the session to assist and provide necessary support in the conduct of exercise.</p>
14.45 – 15.00	<i>Break</i>
15.00 – 16.30	Mini-BPA Exercise Session <i>(continued)</i>
16.30 – 17.00	<p>Sum-up of the Training</p> <p>This session will summarize key concepts and issues in carrying out the business process analysis for trade facilitation and single window development; and discuss possible follow-ups.</p>