

## About the Trainers

### **Mike Kapadya, Senior Organizational Process Analyst**

- Maricopa employee for over 5 years involved in customer service, process improvement, requirements gathering, and project management
- Experience in systems analysis, design, development, and process engineering
- Y2K project manager for business systems
- Teaching experience in computer and IT
- Bachelor of Science in Computer Engineering

### **Andrew Lenartz, Special Assistant to the Vice Chancellor of HR for Customer Service**

- Organizational Process Analyst Team member since September of 2005
- Completed HR, Prospect Inquiry, and Applicant Communications process improvement projects
- Master of Science in Industrial/Organizational Psychology
- Bachelor of Science in Psychology
- Professional in Human Resources (PHR) Certified

### **Gary Mandarin, Manager Organizational Analysis**

- Manager Organizational Process Analysis Team
- Trained in BPA Methodology by Axiom Business Consulting in 1995
- Performed numerous process analysis projects including HR Division process documentation, MCC Red Mountain One-Stop-Service model, and CG Aviation Maintenance Inventory Control Processes
- Master of Arts in Educational Leadership
- Bachelor of Arts in Business Management.
- Certified to teach CIS and Management and has taught classes at CGCC and MCC.

### **Alyssa Brown, Senior Organizational Process Analyst**

- Maricopa employee for over 8 years involved in customer service, technology training, and new employee orientation
- Performed as Campus Organizational Process Analyst for the Faculty Professional Growth Salary Advancement process improvement project
- Bachelor of Science in Business Administration

*“To find out  
how to improve  
productivity, quality  
and performance--ask  
the people who do the  
work.”*

Harvard Business Review

**OPAT**

Organizational Process Analysis Team

Maricopa County Community College District  
2411 W. 14th Street  
Tempe, Arizona 85281

Phone: 480 731-8899

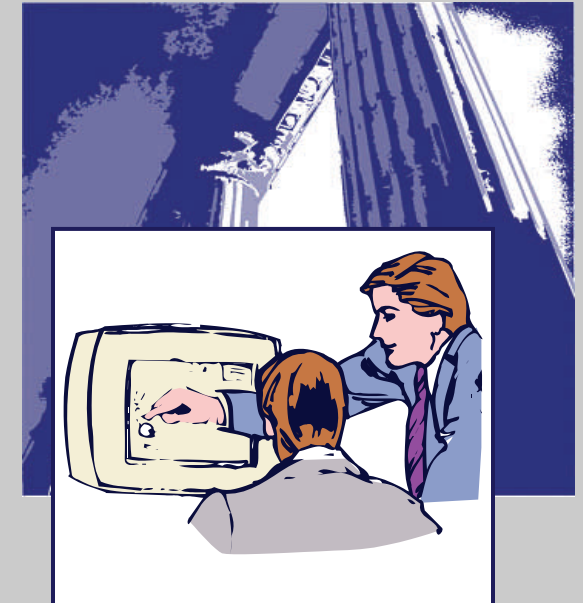
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**OPAT**

Organizational Process Analysis Team



*Business Process  
Analyst Training  
and Coaching*

*“If the process is right,  
the results will take care  
of themselves.”*

## Course Description

This twelve hour, 3 day training program provides an overview of business process analysis projects, preparation of project participants for change, and facilitation skills to manage even the most challenging teams. It also provides the "how to's" for documenting and improving business processes, managing projects from beginning to end, preparing project deliverables so that they are understandable and useful, and completing projects by implementing the improvements.

Once the class is completed, each Analyst Trainee will be paired with a Senior Organizational Process Analyst, who will provide ongoing support and coaching through the duration of their improvement project.



## Course Objectives

- ◆ Understand the role of an Analyst on a business process analysis project.
- ◆ Facilitate a business process documentation and improvement session.
- ◆ Prepare groups for change.
- ◆ Manage the change process.
- ◆ Document an existing process in both textual and visual formats.
- ◆ Lead a team through a business process improvement session using various tools.
- ◆ Plan a project from beginning to end.
- ◆ Manage a business analysis project.
- ◆ Implement the new processes developed during a business process analysis project.

## Class Schedule/ Registration

Business Process Analyst Training classes are scheduled on an as-needed basis. When there is a sufficient number of participants interested in the training, a class will be scheduled.

If you are interested in attending, or if you would like to receive additional information about the training opportunity, please send inquiries to: [businessprocessanalysis@domail.maricopa.edu](mailto:businessprocessanalysis@domail.maricopa.edu).



The Organizational Process Analysis Team (OPAT) continually strives to improve its business processes and services offered through the discovery and development of new and innovative ideas. The new OPAT program will leverage the time and expertise of the OPAT analysts by allowing them to train employees to perform their own business process documentation and improvement projects. The OPAT continues to perform its roles, as in the past, but now becomes a teacher and coach to the department's Analyst Trainee. As the trainee becomes more proficient in the skills required to facilitate, analyze, and manage projects and business processes, the OPAT's role and time commitment can gradually decrease, freeing the OPAT for additional projects.

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