

# Introduction to Business Process Improvement Course

## Venue Information

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**Venue:** London UK

**Place:**

**Start Date:** 2026-03-31

**End Date:** 2026-04-04

## Course Details

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**Net Fee:** £4750.00

**Duration:** 1 Week

**Category ID:** MAL

**Course Code:** MAL-126

## Syllabus

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### Course Syllabus

**The Contents:**

**Building the Business Process Improvement (BPI) Framework**

**Defining BPI**

- Business process improvement vs. re-engineering
- Driving innovation with BPI
- Benchmarking your personal BPI skills

**Uncovering BPI challenges**

- The evolution of process improvement
- Defining a business process with the Business Process Improvement Framework (BPIF)

- MOST
- Five forces
- PESTLE
- SWOT

### **Developing a communication plan**

- Identifying key stakeholder's needs
- Defining the phases of communication

### **Outlining the Current Process**

#### **Creating a Process Inventory**

- Defining different documentation methods
- Determining Business Rules
- Applying process prioritization techniques

#### **Enhancing your modeling skills**

- Evaluating modeling techniques and key principles
- Modeling a cross-functional activity diagram

#### **Designing appropriate measurements**

- Linking business drivers to measurements
- Identifying Key Performance Indicators (KPIs)

### **Analyzing and Improving the Process**

#### **Relating process measures to business drivers**

- Analyzing process performance
- Recognizing the causes of poor process performance
- Time
- Cost
- Quality
- Satisfaction

#### **Leveraging problem analysis criteria**

- People
- Technology
- Business rules
- Materials
- Investigating root cause using problem mapping tools
- Relating root cause analysis to a business process

- Focusing on customer needs
- Determining value and uniqueness
- Dissecting the "To-Be" process

### **Assessing process performance**

- Deriving KPIs from business drivers
- Developing a KPI dashboard
- Creating an assessment plan for your own process

### **Managing and Implementing Change**

#### **Maximizing stakeholder buy-in**

- Targeting key stakeholders
- Identifying stakeholder communication styles
- Differentiating approach based on project phase

#### **Driving change in organizations**

- Determining barriers to change
- Identifying positive and negative forces for change
- Developing and applying a force field analysis approach

#### **Facilitating acceptance in your organization**

- Determining organizational necessities
- Communicating the innovation effectively
- Preparing the implementation plan
- **Integrating BPI into Your Organization**

#### **Implementing continuous improvement**

- Recognizing the history of continuous improvement
- Shadow pyramid
- Six Sigma
- TQM
- Deploying SCARF to empower stakeholders

#### **Creating a Business Process Improvement Center (BPIC)**

- Leveraging the BPIC to support stakeholders, business strategy, and knowledge capture
- Applying the BPI framework using the BPIC
- Promoting a structured approach to BPI

#### **Focusing on feedback and measurement**

- Appraising BPI processes in organizations
- Prioritizing changes using the Ease/Impact matrix

