Introduction to Business Process Improvement Course

Venue Information

Venue: London UK

Place:

Start Date: 2026-09-22

End Date: 2026-09-26

Course Details

Net Fee: £4750.00

Duration: 1 Week

Category ID: MAL

Course Code: MAL-126

Syllabus

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