



*Training Course:  
Advanced Techniques in Business Process  
Improvement*

*19 - 23 May 2025  
Kigali (Rwanda)*

# Training Course: Advanced Techniques in Business Process Improvement

Training Course code: MA235659 From: 19 - 23 May 2025 Venue: Kigali (Rwanda) - Training Course Fees: 5950 € Euro

## Introduction

In today's dynamic business environment, organizations must continuously enhance their processes to stay competitive, reduce costs, and improve quality. This advanced program provides participants with cutting-edge tools and techniques to refine business processes, eliminate inefficiencies, and create value across the organization. Through a mix of theoretical frameworks and practical applications, participants will gain the skills to analyze, design, and implement robust process improvements that align with strategic objectives.

## Objectives

By the end of this program, participants will:

- Understand advanced concepts and methodologies in business process improvement BPI.
- Develop skills to identify inefficiencies and bottlenecks in business processes.
- Master tools such as Lean, Six Sigma, and Business Process Reengineering BPR.
- Implement strategies for process optimization to enhance productivity and quality.
- Cultivate a culture of continuous improvement within their organizations.

## Course Methodology

- Interactive Lectures: In-depth exploration of concepts and frameworks.
- Case Studies: Analysis of real-world applications of business process improvement techniques.
- Workshops: Hands-on practice in applying tools and methodologies.
- Group Activities: Collaborative problem-solving and idea generation.
- Feedback Sessions: Personalized insights to improve understanding and application.

## Organizational Impact

- Streamlined processes that reduce waste and improve efficiency.
- Enhanced organizational agility and ability to adapt to market changes.
- Better alignment of processes with strategic goals, leading to improved performance.

- Increased employee engagement through the adoption of a culture of continuous improvement.
- Strengthened customer satisfaction and loyalty through enhanced service delivery.

## Target Audience

This program is designed for:

- Operations managers and process owners.
- Quality assurance professionals.
- Business analysts and improvement consultants.
- Project managers and team leaders.
- Senior professionals seeking to drive process excellence in their organizations.

## Outlines

### Day 1: Foundations of Advanced Business Process Improvement

- Introduction to business process improvement: Evolution and significance.
- Advanced concepts: Lean principles, Six Sigma methodologies, and BPR.
- Identifying and analyzing inefficiencies in existing processes.
- Case study: Benchmarking successful process improvement initiatives.

### Day 2: Tools and Techniques for Process Analysis

- Process mapping and flowcharting for in-depth analysis.
- Root cause analysis using techniques like Fishbone Diagrams and 5 Whys.
- Data-driven decision-making: Understanding process metrics and KPIs.
- Workshop: Creating a process map and identifying bottlenecks in sample processes.

### Day 3: Designing and Implementing Process Improvements

- Redesigning processes for efficiency and effectiveness.
- Prioritizing improvements based on impact and feasibility.
- Change management in business process improvement.

- Simulation exercise: Implementing process changes in a controlled environment.

#### Day 4: Advanced Techniques and Digital Transformation

- Leveraging technology in process improvement e.g., automation, AI, and RPA.
- Integration of Lean and Six Sigma in digital environments.
- Case study: Successful digital transformation and its impact on processes.
- Group activity: Designing a digital-first process improvement plan.

#### Day 5: Sustaining Improvement and Building a Continuous Improvement Culture

- Monitoring and measuring the success of process improvements.
- Creating a framework for continuous improvement Kaizen.
- Group presentations: Participants present improvement plans for real-world scenarios.
- Feedback, discussion, and program closure.

## Registration form on the Training Course: Advanced Techniques in Business Process Improvement

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Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

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### Person Responsible for Training and Development

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### Payment Method

- Please find enclosed a cheque made payable to Global Horizon
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