



*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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