



*Training Course:  
Implementing Business Process Improvement*

*29 September - 10 October 2025  
Cape Town (South Africa)  
DoubleTree by Hilton Cape Town - Upper Eastside*

## Training Course: Implementing Business Process Improvement

Training Course code: MA9315 From: 29 September - 10 October 2025 Venue: Cape Town (South Africa) - DoubleTree by Hilton Cape Town - Upper Eastside Training Course Fees: 9520 € Euro

### Introduction

Business Process Improvement is the cornerstone of optimizing business processes that better serve your organization's customers. Process improvement drives cost reduction, accelerated performance, and improved customer service. Business runs on process and process runs the business. This course explores business process improvement techniques and how to apply them to your organizational processes, outlining key tasks and steps needed for process improvement, and defining the success factors for business process improvement efforts and projects. Our business process improvement model is practical, simple and straight forward, providing a methodology neutral approach for greater process improvement success. Attendees will easily apply the skills and techniques learned in this course back on the job with practical hands-on examples to bring process improvement theory and techniques into the real world.

### Course Objectives:

- Define business process Improvement
- Understand the need for business process improvement
- Understanding techniques for business process documentation
- Getting comfortable with documenting the right level of process improvement
- Understand the process improvement steps
- Process metric definition, data collection, analysis, and reporting
- Understand when and when not to pursue the potential improvement
- Visualization of the process of the current state and potential outcomes
- Prioritization of process improvement activities to set expectations
- Realize process improvements and measurement of their success

### Target Audience :

Process analysts, business analysts, project managers, business process owners, general business staff, and anyone who needs the skills to improve and/or manage business processes.

### Course Outlines :

#### Day 1:

- How this Program Can do Wonders for You and Your Organization
- Continuous Improvement Methodology

- Understanding and Collecting Information on Best Industry Practices
- Tools and Techniques
- Management System for Applying Continuous Improvement

## **Day 2:**

### **Continuous Improvement Project Stages:**

- Management System Setup
- Identifying Improvement Opportunities
- Measure Level of Performance
- Study Opportunity Collect Data
- Prepare Plan to Apply in your Organization
- Implement Process Change
- Measure the Effectiveness
- Make Improvement Permanent
- Celebrate Success
- Auditing Continuous Improvement Projects
- Why is business process improvement needed?
- Discuss and determine key attributes of ineffective and inefficient business processes
- Justification of business process improvement activities
- Understanding current and future state metrics for measurements

## **Day 3:**

- Understanding the cost of quality in business process improvement
- Practical framework and approach to process improvement

### Looking at standard process diagrams to drive process improvement investigation:

- Process map
- Swim lane
- SIPOC
- Value stream
- Spaghetti diagram
- Activity diagram
- State diagram
- Hierarchy
- Documenting process inputs, rules and outputs to find improvements
- Process metrics definition and measurement - why metrics are important to business process improvement, what they are, how to find them, how to report on them, how to communicate them

#### Day 4:

- Analysis of process issues to determine root cause and key changes needed
- Techniques for analyzing process metrics: scatter chart, graphs
- Understanding that people aren't the problem
- Getting to the root cause of process issues by exploration, root cause verification, and process inconsistency
- Determining the point when process improvement provides a diminishing return
- Business process design

#### Day 5:

- Approaches to recommending process changes
- Setting expectations for planned improvements

- Implementation strategies for planned improvements
- Organizational change management strategies and techniques for process improvement implementations

#### Day 6:

- Analysis of Process Issues to Determine Root Causes and Key Changes Needed
- Techniques for Analyzing Process Metrics: Scatter Chart, Graphs
- Understanding that People Aren't the Problem in Process Improvement
- Exploring Root Causes, Root Cause Verification, and Process Inconsistency
- Determining the Point of Diminishing Returns in Process Improvement
- Business Process Design Principles

#### Day 7:

- Approaches to Recommending Process Changes
- Setting Expectations for Planned Improvements
- Implementation Strategies for Planned Improvements
- Organizational Change Management Strategies and Techniques for Process Improvement Implementations

#### Day 8:

- Review of Learned Concepts and Techniques
- Case Studies and Examples of Successful Process Improvements
- Group Discussions and Brainstorming on Process Improvement Opportunities

#### Day 9:

- Process Improvement Workshop: Applying Techniques to Real-World Scenarios
- Guided Practice Sessions on Analyzing Process Metrics and Identifying Improvement Areas

#### Day 10:

- Process Improvement Plan Development: Creating an Actionable Plan for Your Organization

- Finalizing Process Improvement Recommendations and Presentations
- Q&A Session on Process Improvement Challenges and Best Practices
- Wrap-up and Conclusion

## Registration form on the Training Course: Implementing 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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- ☐ Please find enclosed a cheque made payable to Global Horizon
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