



*Training Course:  
Simplification of Work Processes and Procedures*

*27 - 31 July 2026  
Cape Town (South Africa)  
DoubleTree by Hilton Cape Town - Upper Eastside*

## Training Course: Simplification of Work Processes and Procedures

Training Course code: MA6091 From: 27 - 31 July 2026 Venue: Cape Town (South Africa) - DoubleTree by Hilton Cape Town - Upper Eastside Training Course Fees: 6350 € Euro

### Introduction

In today's fast-paced and efficiency-driven environment, organizations must continuously streamline their processes to improve productivity, reduce costs, and enhance service quality. Complex procedures and unnecessary steps can hinder performance and delay outcomes.

This program, developed by [Global Horizon Training Center](#), focuses on simplifying work processes and procedures through structured methodologies and practical tools. Participants will learn how to analyze existing workflows, eliminate inefficiencies, and redesign processes to achieve optimal performance and better organizational results.

### Course Objectives

By the end of this program, participants will be able to:

- Understand the principles of process simplification and improvement
- Identify inefficiencies, bottlenecks, and non-value-added activities
- Apply process mapping and analysis techniques
- Redesign workflows for improved efficiency and effectiveness
- Implement continuous improvement methodologies Lean principles
- Enhance productivity and reduce operational complexity
- Improve coordination and communication across processes
- Develop standardized procedures and best practices

### Target Audience

This program is designed for:

- Operations and Process Improvement Professionals
- Managers and Supervisors
- Quality Assurance and Continuous Improvement Teams
- Business Analysts and Process Designers
- Project and Program Managers
- Government and Public Sector Employees
- Anyone involved in improving organizational efficiency

## Outline

### Day 1: Foundations of Process Simplification

- Introduction to Process Management and Improvement
- Understanding Work Processes and Procedures
- Identifying Inefficiencies and Bottlenecks
- Value vs. Non-Value-Added Activities
- Introduction to Lean Thinking Principles
- Case Studies on Process Simplification

### Day 2: Process Mapping and Analysis

- Process Mapping Techniques Flowcharts, SIPOC, Swimlane Diagrams
- Identifying Process Inputs, Outputs, and Stakeholders
- Analyzing Workflow Performance
- Root Cause Analysis of Process Issues
- Measuring Process Efficiency and Effectiveness

### Day 3: Process Redesign and Optimization

- Principles of Process Redesign
- Eliminating Waste and Reducing Complexity
- Simplifying Procedures and Standardization
- Automation and Digital Transformation in Processes
- Designing Efficient Workflows

### Day 4: Implementation and Change Management

- Implementing Process Improvements
- Managing Resistance to Change
- Communication Strategies for Process Changes
- Training and Engaging Employees
- Monitoring and Controlling Process Performance

### Day 5: Continuous Improvement and Sustainability

- Building a Culture of Continuous Improvement
- Performance Measurement and KPIs
- Process Documentation and Standard Operating Procedures SOPs
- Continuous Monitoring and Feedback Loops
- Case Studies and Practical Exercises
- Developing Action Plans for Process Simplification

## Registration form on the Training Course: Simplification of Work Processes and Procedures

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

### Delegate Information

Full Name (Mr / Ms / Dr / Eng): .....

Position: .....

Telephone / Mobile: .....

Personal E-Mail: .....

Official E-Mail: .....

### Company Information

Company Name: .....

Address: .....

City / Country: .....

### Person Responsible for Training and Development

Full Name (Mr / Ms / Dr / Eng): .....

Position: .....

Telephone / Mobile: .....

Personal E-Mail: .....

Official E-Mail: .....

### Payment Method

- Please find enclosed a cheque made payable to Global Horizon
- Please invoice me
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### Easy Ways To Register

Telephone:  
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place.

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info@gh4t.com  
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