



*Training Course:
Implementing Business Process Improvement*

*4 - 15 January 2027
Milan (Italy)*

Training Course: Implementing Business Process Improvement

Training Course code: MA9315 From: 4 - 15 January 2027 Venue: Milan (Italy) - Training Course Fees: 9450 € Euro

Introduction

In today's competitive and rapidly evolving business environment, organizations must continuously improve their processes to enhance efficiency, reduce costs, and deliver higher value to customers. Business Process Improvement BPI enables organizations to analyze existing workflows, identify inefficiencies, and implement structured changes that drive performance and innovation.

This program, developed by [Global Horizon Training Center](#), provides participants with practical tools and methodologies to design and implement effective process improvement initiatives. It focuses on bridging the gap between analysis and execution, ensuring that improvements are sustainable and aligned with organizational strategy.

Participants will gain hands-on experience in diagnosing process issues, redesigning workflows, and managing improvement initiatives to achieve measurable results.

Course Objectives

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

- Understand the principles and importance of Business Process Improvement
- Identify inefficiencies and improvement opportunities within processes
- Apply process mapping and analysis techniques
- Redesign workflows for enhanced efficiency and effectiveness
- Implement structured improvement methodologies Lean, PDCA
- Manage process improvement projects and initiatives
- Monitor and measure process performance using KPIs
- Sustain improvements through continuous improvement practices

Target Audience

This program is designed for:

- Business Analysts and Process Improvement Professionals
- Operations and Performance Managers
- Project and Program Managers
- Quality Assurance and Continuous Improvement Teams
- Lean and Six Sigma Practitioners
- Government and Public Sector Employees
- Professionals involved in organizational transformation initiatives

Outline

Day 1: Foundations of Business Process Improvement

- Introduction to Business Process Improvement BPI
- Process Thinking and Value Creation
- Identifying Process Types and Boundaries
- Understanding Process Performance and Metrics
- Introduction to Continuous Improvement Principles
- Case Studies on Process Improvement

Day 2: Process Mapping and Analysis

- Process Mapping Techniques Flowcharts, SIPOC, Swimlane Diagrams
- Identifying Inputs, Outputs, and Stakeholders
- Analyzing Process Performance and Bottlenecks
- Root Cause Analysis 5 Whys, Fishbone Diagram
- Measuring Efficiency and Effectiveness
- Workshop: Mapping Current Processes

Day 3: Process Redesign and Optimization

- Principles of Process Redesign
- Eliminating Waste and Non-Value-Added Activities
- Simplification and Standardization of Processes
- Leveraging Automation and Digital Tools
- Designing Future-State Processes
- Workshop: Process Redesign Exercise

Day 4: Implementation and Change Management

- Planning and Managing Improvement Initiatives
- Stakeholder Engagement and Communication
- Managing Resistance to Change
- Implementing Process Improvements
- Monitoring Implementation Progress
- Ensuring Accountability and Ownership

Day 5: Performance Measurement and Sustainability

- Establishing KPIs and Performance Dashboards
- Monitoring and Controlling Process Performance
- Continuous Improvement Frameworks PDCA Cycle
- Benchmarking and Best Practices
- Sustaining Improvements Over Time
- Developing Action Plans for Process Improvement

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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Payment Method

- ☐ Please find enclosed a cheque made payable to Global Horizon
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