

Workshops 1 day

# ESSENTIAL BUSINESS SKILLS: INTRODUCTION TO PROCESS IMPROVEMENT

The purpose of this 2 day workshop is to help senior managers, heads of operational areas and team leaders to understand how their business processes are working, how they impact on the customer experience and how they can improve them.

Using lean improvement techniques the course will provide an introduction to tangible skills that can be used immediately within the workplace, supporting the business to streamline processes, measure their performance, and secure income and customer experience benefits.

## Key Learning Themes

- Understanding your business processes
- Selecting improvement projects
- Creating a project plan
- The project approach
- Gaining stakeholder and staff support
- Process mapping
- Identifying waste in the processes
- Root-cause analysis
- Creating a culture of process improvement
- 5 "S" to improve processes
- Creating effective dashboards
- Quantifying the project benefits

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## COURSES

This course is also available in house.

## BENEFITS OF THE COURSE

This course will benefit anyone, at any level, who is responsible for reviewing, implementing and managing business processes within their organisation.