BA20 - Business Process Improvement

Category: Project Management & Business Skills | **Vendor:** Various

Duration: 16.00 hours (2 days) **13.0 CPD Hours** **Rating:** ⭐ 4.6 (5,878 reviews)

Course Information

Delivery Format: Instructor Led - Online

Course Overview

This 2-day course aims at introducing its attendees to the core values, principles, and practices of Business Process Improvement.

About This Course

This 2-day course aims at introducing its attendees to the core values, principles, and practices of Business Process Improvement.

Who Should Attend

It is appropriate for Managers, Executives, Project Managers, Business Analysts, Business and IT stakeholders working with analysts, Quality and process engineers, technicians, managers; supervisors, team leaders, and process operators.

Learning Outcomes

Upon successful completion of this course, participants will be able to:

Describe business process improvement (BPI) business drivers.Plan, manage and close requirements for a Business Process Improvement project Understand the essential elements of a successful BPI initiative.Identify candidate business processes for improvement.Understand the essential elements of a successful BPI initiative.Identify candidate business processes for improvement.Apply a methodology to business process improvement projects.

Detailed Course Outline

Introduction - A Business Process Improvement (BPI) Overview

- Why are we here today
- What is BPI
- Benefits of BPI
- Specific challenges/obstacles and successes
- Process improvement examples:
- Industry specific examples
- Famous debacles to avoid and successes to emulate
- Your role in helping to identify problems

Overview of the Joiner 7-Step Method

- What is the Joiner 7-Step Method
- Walkthrough of the Joiner 7-Step Method
- Template: Introduce and review Process Improvement Template
- Case Study Exercise: Read and discuss introduction to the Case Study

Step #1: Initiate the Project

- Types of business problems typically encountered at insurance companies and banks
- How to recognize a business-related problem
- Identifying the gaps (delta between current and future states)
- Ownership of the project and the business problem
- Defining measurable success criteria
- Case Study Exercise: Complete the Problem Statement section (Step #1) of the template

Step #2: Define Current Situation

- What are symptoms of a problem
- Looking for symptoms of the problem
- Performing Stakeholder Analysis
- Technique: View a RACI Matrix
- Defining the impacts caused by the problem
- Technique: Business Process Modeling (As-Is)
- Understand how to draw an As-Is Business Process Model
- Case Study Exercise: Complete the Define Current Situation section (Step #2) of the template

Step #3: Identify Root Causes

- What are root causes
- Performing Root Cause Analysis
- Technique: Fishbone Diagram using the cafeteria example
- Case Study Exercise: Discuss a Fishbone Diagram
- Technique: Pareto Chart (discuss and show example)
- Case Study Exercise: Complete the Identify Root Causes section (Step #3) of the template

Step #4: Develop Solutions

- Identifying options for problem resolution
- Avoid jumping to conclusions
- Technique: Brainstorming
- Case Study Exercise: Conduct a Brainstorming Session
- Recognizing pros and cons for each option
- Technique: Kempner-Tregoe (Must-Have vs. Nice-to-Have)
- Case Study Exercise: Determine best solution using a simple Kempner-Tregoe model
- Case Study Exercise: Complete the Develop Solutions section (Step #4) of the template

Step #5: Define Measurable Results

- Prototyping the solution
- Technique: Business Process Modeling (To-Be)
- Measuring results against the success criteria (Step #1)
- Case Study Exercise: Review changes to an As-Is Business Process Model
- Case Study Exercise: Complete the Define Measurable Results section (Step #5) of the template

Step #6: Standardize Process

- Defining how the process will be documented
- Plan and understand organizational readiness
- Discuss how employees are empowered to identify and act upon their ideas
- Identifying follow-up needs (i.e., training) for the staff that will be impacted
- Technique: Communication Plan
- Case Study Exercise: Complete the Standardize Process section (Step #6) of the template

Step #7: Determine Future Plans

- Monitoring the process for Continuous Process Improvement (The Plan-Do-Check-Act Cycle)
- Understand how to sustain the improvements made by the Joiner 7-Step Method
- Technique: PDCA form
- Case Study Exercise: Complete the Determine Future Plans section (Step #7) of the template

Going Forward with a Plan of Action

- Identifying process problems in your organization
- Individual Exercise: Name three (3) possible areas for improvement
- Prioritize and define the next steps
- Individual Exercise: Using a new template complete Step 2 & Step 3 for one possible area for improvement you have identified
-

Upcoming Schedule

Available training dates for BA20 - Business Process Improvement:

Start Date	End Date	Location	Delivery	Price
07 Dec 2026	08 Dec 2026	Online	Virtual	€1,195.00

Additional Course Details

Nexus Humans BA20 - Business Process Improvement training program is a workshop that presents an invigorating mix of sessions, lessons, and masterclasses meticulously crafted to propel your learning expedition forward.

This immersive bootcamp-style experience boasts interactive lectures, hands-on labs, and collaborative hackathons, all strategically designed to fortify fundamental concepts.

Guided by seasoned coaches, each session offers priceless insights and practical skills crucial for honing your expertise. Whether you're stepping into the realm of professional skills or a seasoned professional, this comprehensive course ensures you're equipped with the knowledge and prowess necessary for success.

While we feel this is the best course for the BA20 - Business Process Improvement course and one of our Top 10 we encourage you to read the course outline to make sure it is the right content for you.

Additionally, private sessions, closed classes or dedicated events are available both live online and at our training centres in Dublin and London, as well as at your offices anywhere in the UK, Ireland or across EMEA.

Frequently Asked Questions

Q: What delivery options are available for BA20 - Business Process Improvement?

We offer multiple delivery formats:

- Live Instructor-Led Classroom Online (Virtual/Live Online)
- Traditional Instructor-Led Classroom Training (ILT)
- On-site delivery at your offices anywhere in United Kingdom
- Private dedicated courses customized for your team

Q: How many CPD hours does this course provide?

The 2-day BA20 - Business Process Improvement course provides up to 13.0 CPD hours of structured learning. CPD certificates can be provided upon request.

Q: What is the duration of the BA20 - Business Process Improvement training?

The training takes place over 2 day(s), with each day lasting approximately 16.00 hours including breaks for lunch and refreshments.

Q: Do you provide corporate training for BA20 - Business Process Improvement?

Yes, we provide corporate training, dedicated training, and closed classes for BA20 - Business Process Improvement. Training can take place anywhere in United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online allowing teams from across United Kingdom or internationally to attend.

Q: Why choose Nexus Human for BA20 - Business Process Improvement?

Nexus Human is recognized as one of the leading training providers. Our trainers have won multiple awards including:

- Small Firms Best Trainer Award
- National Training Partner of the Year (Ireland) - Multiple Years
- Global Top 30 Instructor Awards (2012, 2019, 2021)
- Tech Excellence Award Nominations
- Learning Performance Institute (LPI) External Training Provider Sponsor 2024

Q: Are there any discount codes available?

Yes! Use discount code **PENPAL5** when booking your BA20 - Business Process Improvement training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.

Nexus Human

Professional Training & Development

Email: info@nexushuman.com

Website: www.nexushuman.com

Phone: +353 1 889 8700 (Ireland) | +44 20 8142 8961 (UK)

© 2026 Nexus Human. All rights reserved. This brochure was generated on 14/11/2026.