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

Unlock one of the fastest ways to drive measurable results in any organization. This course equips you with practical tools to define problems, scope processes, and uncover root causes of inefficiency. Learn to model current workflows, analyze performance, and design improved processes that deliver measurable value. Gain hands-on techniques to implement, monitor, and sustain improvements for long-term success. Ideal for professionals seeking impactful, real-world results. Learn to define problems, scope processes, and build process maps. Analyze current-state performance, identify waste, and uncover root causes. Design future-state processes, prioritize improvements, and implement, measure, and sustain results using practical BPI tools.

About This Course

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Who Should Attend

This course is designed for professionals responsible for improving or managing business processes. Participants will gain the ability to analyze existing workflows, design optimized processes, and measure performance improvements.

Prerequisites & Entry Requirements

General Prerequisites:

Recommended (but not required):

- Familiarity with basic business processes or workflows
- Experience working within a process (any role)
- Exposure to process maps or improvement efforts (helpful but not required)

Learning Outcomes

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

Explain key business process improvement (BPI) concepts, including process types and why improvement efforts succeed or fail Define and structure business problems clearly, including writing effective problem and business need statements Scope and model current-state processes using tools such as SIPOC, process maps, and swim lane diagrams Analyze process performance by identifying metrics, waste, variation, and root causes Design improved processes using value, quality, and time optimization principles Implement, monitor, and sustain process improvements, including applying change management and continuous improvement practices

Detailed Course Outline

1. Introduction to Business Process Improvement

- Define business processes
- Identify types of processes in organizations
- Explain why BPI matters
- Understand why most process improvements fail
- Apply a simple BPI framework

2. Define the Problem

- Define the problem before solving it
- Learn a consistent business problem structure
- Write a strong business need statement

3. Scope the Current Process

- Explain why scope matters
- Determine process scope
- Define pre and post conditions
- Scope diagram overview
- Create a SIPOC

4. Model the Current Process

- What is a process model
- Identify key participants
- Prepare to model the process
- Understand basic modeling notation
- Apply modeling best practices
- Create a Process Map
- Create a Swim Lane Map

5. Analyze the Current State

- Collect the data
- Define process metrics
- Identify what to measure
- Analyze data variation
- Apply data analysis techniques
- Identify waste
- Perform root cause analysis

6. Design the Future Process

- Design an effective process
- Apply creative thinking techniques
- Prioritize improvements
- Apply time, quality, and value design principles

7. Implement and Sustain the Future State

- Learn a simple implementation lifecycle
- Plan for implementation and OCM
- Create a feedback strategy
- Monitor process performance
- Sustain improvements
- Build a continuous improvement mindset

Frequently Asked Questions

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

Yes, we provide corporate training, dedicated training, and closed classes for 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 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 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

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