XCELERATE TRAINING INSTITUTE

your learning & development partner

STRATEGY AND STRATEGIC PLANNING

Business Process Improvement Training Course

DURATION	LANGUAGE	FORMAT
5 days	**English**	**Classroom / Online**

Upcoming dates

Dates	Venue	Format	Fee
22 – 26 ?????? 2027	Live online	Online (live)	**€1?200**
2 – 6 ????? 2027	Live online	Online (live)	**€1?200**
6 – 10 ?????? 2027	Bahrain	Classroom	**€4?800**

Register or ask a question

Online: x8ti.com/course/business-process-improvement-training-course/

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Business Process Improvement Training Course

Introduction

Introduction

Do you think your organization needs to redesign its business processes to achieve improvements in your company's business performance?

Business Process Improvement (BPI) is a structured approach which helps the corporates to redesign their existing business operations. The focus on efficient operations and customer focus aids the companies in improving productivity. It also helps to reduce the cost of operations and cycle time, enhance customer service and the quality of the products or services of the organization.

This course on Business Process Improvement by Xcelerate Training Institute Solutions will empower you to drive business productivity. This will also help you add more value to your clients, accelerate the processes and focus only on what matters.

Learning Objectives

- Have an in-depth understanding of BPI
- Understand and apply BPI framework in your organization
- Identify processes that need improvement
- Understand how to create engagement with the stakeholders
- Understand the skills required by the organization to undertake this initiative
- Understand how to bring about change in the business processes for competitiveness in the marketplace
- Understand how BPI can help in client satisfaction, client retention, and in turn increase market share and profitability for the business
- Identify KPIs linked to operational excellence, effective customer service and reduction in cycle time

Training Methodology

We at Xcelerate Training Institute Solutions, offer a highly interactive and high energy program. The presentation will be complemented by the inclusion of several management games, paper-pencil exercises, activities, role plays, videos, and robust practice sessions. The best-practices shared, and the presence of other industry participants will empower you to develop process improvement skills of your enterprise.

Benefit For Your Organization

- Increase the visibility, credibility, and brand value of the organization in the marketplace
- A more customer-centric-approach at the root level will lead to happy and satisfied customers
- Increase in market share and profits
- Enhancement in Quality
- Reduction in cycle-time

- New innovative ideas will bring about significant changes in the performance of individuals
- Have trained and experienced professionals to drive business productivity

Benefits For You

Participants undertaking this Business Process Improvement Course will derive the following benefits:

- Increased learning in terms of knowledge and information to drive this initiative
- Hone the ability to train other professionals on BPI
- Ability to influence strategic changes in business operations through process improvements
- More focus and responsiveness to the customer – internal as well as external

Target Audience

This Business Process Improvement Certification Training Course is designed for

- HODs
- Operations Team
- Team Managers/ Supervisors
- Project Managers
- Program Managers
- Quality Professionals
- Any other stakeholders working closely with the business processes

Course Outline

INTRODUCTION

- Business Process Improvement and its evolution
- What is Business Process Re-engineering?
- Understand how to drive innovation with BPI
- List the Personal Skills required for BPI
- Defining a framework for Business Process Improvement

IS YOUR ORGANISATION READY FOR BPI?

- Understanding the organizational mission and vision
- Understanding their influences on the business
- Doing a business analysis by using the tools and techniques as
- Five forces
- PESTLE
- SWOT
- Developing a communication plan
- Identifying the needs of key stakeholders
- Defining and documenting the phases of communication

THE PROCESS IMPROVEMENT OUTLINE

- Creating a Process Inventory

- Creating Process formats
- Defining methods of documentation
- Determining processes required for business operations
- Enhancing your modelling skills via a cross-functional activity diagram
- Assessing and evaluating modelling techniques and key principles

PROCESS EFFICIENCY

- Designing appropriate success criteria for the processes
- Understand the difference between Optimizing vs. enhancing your business process
- Addressing customer needs via processes
- Assessing process performance
- Deriving KPIs from business drivers
- Developing a KPI dashboard

PROCESS COMMUNICATION

- Identifying key stakeholders
- Identifying the style of communication with the stakeholders
- Determining Barriers to change
- Identifying positive and negative forces for change
- Understanding the force field analysis approach
- Facilitating acceptance in your organization
- Preparing the implementation plan

PROCESS AUDIT

- Identifying an assessment plan for conducting the process audits
- Analyzing the performance of the process
- Factors responsible for the poor performance of the process/es
- Identifying and fixing the root cause of the problem

CONTINUOUS IMPROVEMENT

- What is continuous improvement?
- Understand tools for continuous improvement
- Six Sigma
- TQM
- 5S
- Planning for continuous improvement

FEEDBACK AND MEASUREMENT

- Appraising BPI processes in organizations
- Prioritizing changes using the Impact matrix
- Detailing the BPI implementation plan

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Registration Form

Business Process Improvement Training Course

Preferred dates: ..... Venue or online: .....

Duration: 5 days Language: .....

Please complete and email this form to us, or register online. We confirm your place and send the invoice within one working day.

Delegate information

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

Position: ..... Telephone / mobile: .....

Official email: ..... Personal email: .....

Company information

Company name: .....

Address: .....

City / country: ..... VAT / tax number: .....

Person responsible for training & development

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

Position: ..... Telephone / mobile: .....

Email: .....

Payment

☐ Please invoice me ☐ Please invoice my company

Signature: ..... Date: .....

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