Preocess Design & Performance Improvement

COURSE DESCRIPTION
This course helps delegates to understand the basic of process design and analysis and how the develop a systematic approach to performance improvement as applied to all aspects of business processes.

Course Outline

- Understand systems management - what is it? Why use it? Where do business processes fit in?
- Analyze business processes, process modeling (specifying, defining and mapping processes) and process measurement.
- Perform improvement techniques in terms of working smarter and attacking waste.
- Unleash your organization’s most value asset the creativity, experience and expertise of personnel operating your business processes.

Learning Outcome

- Understand systems management - what is it? Why use it? Where do business processes fit in?
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- Unleash his organizations most value asset - the creativity, experience and expertise of personnel operating in business processes.

Who Should Attend
- Directors, managers, process owners, quality practitioners and consultants committed to improving business processes.

COURSE DURATION: 3 Days
TRAINING HOURS: 12 hrs
MINIMUM NO. OF TRAINEES: 15
LANGUAGE: English