

## Process Improvement

Open Enrolment or Company-Specific  
Duration: 2 days

*"I didn't realise how much time and effort we have been wasting due to poor processes."*

### WORKSHOP CONTENT

#### Day 1

- Introduction to business processes and how they have evolved
- What is waste?
- A process improvement methodology
- Understanding your current processes using process 'mapping'
- Defining your activities as value-adding and non-value-adding
- Process time and elapsed time

#### Day 2

- Redesigning your process
- Evaluating the benefits and costs of the improved process
- Developing your implementation plan
- Change management - gaining the 'buy-in' of the people involved in the improved process

#### Your objective

To improve your business processes (the backbone of your business), resulting in better customer service and lower costs.

#### You should attend this workshop because:

- You are a team leader or manager who is, or would like to be, involved in improving the effectiveness of your organisation's internal processes and the quality of service delivered to your customers.

#### Why should process improvement concern you?

Processes are amongst the most important elements of your business. Transforming your processes so that they are both effective and flexible will enable your company to deliver services at consistently high levels, to increase throughput and reduce costs internally, to improve customer service and to respond to changing market requirements.

For many delegates, the 'process mapping' exercise in this workshop will be the first time that you have seen your complete business process from beginning to end. This will have a dramatic impact on your business enabling areas of improvement and duplication to be quickly identified.

#### Examples of benefits achieved as a result of this workshop include:

- Increased process throughput by 300% with the same resources.
- Reduced non-value added activities (i.e. waste) by up to 75%.
- Reduced time to respond to customer requests.

#### What will you learn?

This workshop will teach you how to 'process map' your current business processes and so identify areas for improvement.

You will then learn how to apply process-improvement techniques to eliminate 'waste'.

The workshop also includes a process-improvement methodology that can be applied to all areas of your organisation, including template forms and tools for you to use and techniques for gaining support and commitment from your colleagues - all supported by relevant case studies.