Process Improvement: Practitioner
Training course

STAGE **1 2 3 4**

Essential information about the course

This interactive and practical three-day course will provide first-hand experience of the approaches and tools necessary for effective process improvement. By developing your knowledge and skill in this important area, you will be able to deploy a process improvement framework that works effectively for your organization.

For some organizations, adopting an improvement methodology such as Lean Six Sigma may be too detailed, time consuming or unsuitable for their processes. This course aims to effectively fill this gap by providing a practitioner's view and toolkit for process improvement.

The tools and techniques covered during the course are applicable to any process (or any management system process), so although the case study adopts a quality perspective, it can be understood from all disciplines.

Our course agenda

Day 1	Day 2	Day 3

• Introduction to process improvement
   • Three versions of a process, the seven wastes and the 8 step problem solving process
• Identifying process improvement through knowledge of data and the needs and expectations of interested parties
   • Check sheets, pareto charts, is/is not analysis, effort versus impact matrix, problem/goal statements and team management: RACI chart
• Understanding the needs of interested parties and problem containment
   • CT trees
• Understanding the process
   • Mapping a process
	• Obtaining and analysing performance data
	   • Histograms, time series plots and control charts
	• Determining root causes
	   • 5 why technique, cause and effect diagrams, identifying potential causes and understanding relationships: Scatter diagrams
	• Assessing and determining solutions
	   • Mistake proofing techniques, types of error, prevention vs. detection and 4W and 1H action plan
		• Verifying improvements
		   • Plan Do Check Act (PDCA) and standardizing and stabilizing the improved process
		• Workplace organization and visual management techniques
		• Standard operations
		• Control plan
		• Traditional process management
		• Managing change
		
		Book today at
		bsigroup.com/training

Upon successful completion of your course, you'll receive an internationally recognized BSI certificate.

This course is for:

- Anyone who wants to apply an effective and structured process improvement framework
- Those who do not want more formal Lean Six Sigma training
- Anyone who wants to learn about practical process improvement without any jargon, history, or gurus etc.
- Those who want to learn logically and practically how to improve a process, which can be applied to any workplace, without extensive theory

What will I learn?	What are the benefits?
You will have the knowledge to: - Recognize the need for clear process definition - Identify the structure of process improvement deployment - Recognize team structures and stakeholder influences and the needs of the interested parties - Determine root causes - Identify process improvement opportunities - Recognize process standardization techniques - Identify the basic principles of managing change and overcoming resistance to change You will have the skills to: - Use data to identify and quantify improvement opportunity - Map the process and use data to understand the improvement opportunities - Analyse process data and use it to describe the relationship between the process and the outcomes - Evaluate and select improvement solutions - Validate improvement effectiveness - Review basic process control techniques	This course will help you: - Demonstrate an understanding of the relevant process diagnostic and process improvement methodologies. Lean how to apply them to lead process improvement projects and teams - Correctly quantify process performance and quickly implement improvements where needed - Confidently apply process improvement projects and methodologies. Understand the key tools and become equipped to identify and positively influence organizational resistance to change - Relate effective problem-solving techniques to management systems and corrective action planning - Lead process improvement projects and teams to achieve positive change - Develop professionally and network with likeminded peers

Why invest in training from BSI?

We want to make sure you have the best learning experience possible. That's why we offer a range of training courses from beginner to expert. We create a positive learning environment, so you retain the knowledge and acquire the skills that will continue to be of use beyond the course.

When you attend a BSI training course, our tutors are the best in the business. They're truly passionate about sharing their knowledge and ensuring you learn. Trusted experts with years of hands-on and business experience, they bring the subject matter to life with relevant and contemporary examples to enhance your learning.

Training delivered at your site could be a convenient and cost-effective option, especially if you have multiple delegates. Talk to one of our experts to find out more.

Next steps with the BSI Academy

Want to learn more? You may be interested in:
- Process Improvement: Professional training course
- Process Improvement: Auditor training course
- Process Improvement: Auditor – Core Tools (Aerospace/Automotive)