



## Process Improvement: Introduction

### Training course

STAGE 

#### Essential information about the course

Today more than ever, organizations worldwide are improving operations by adopting process-driven philosophies, mindsets, and methodologies. As a result, demand for process improvement expertise is increasing day by day.

This interactive and activity based one day course will provide you with a basic understanding of what is meant by process improvement and its benefits. You will gain knowledge of different tools and techniques of process improvement, which will provide you with a logical approach to organization problem solving and process improvement.

The tools and techniques covered during the course are applicable to any process/discipline.

#### Our course agenda

<p><b>Day 1</b></p> <ul style="list-style-type: none"> <li>• Process improvement: Definition, triggers, phases and benefits</li> <li>• Incremental process improvement             <ul style="list-style-type: none"> <li>○ Value vs waste</li> <li>○ Eight wastes (TIMWOODS)</li> <li>○ Value stream mapping</li> </ul> </li> <li>• Reactive vs pro-active problem solving             <ul style="list-style-type: none"> <li>○ 5 Why</li> <li>○ Ishikawa diagram</li> <li>○ Cause and effect matrix</li> </ul> </li> <li>• Continual process improvement tools             <ul style="list-style-type: none"> <li>○ 7 basic process improvement tools</li> <li>○ 8D</li> <li>○ PDCA</li> <li>○ Visual management for process control</li> </ul> </li> <li>• Process improvement maturity levels</li> <li>• Building process improvement culture</li> </ul>	<p style="text-align: right;">Book today at  <a href="https://bsigroup.com/en-hk/our-services/training-courses/">bsigroup.com/en-hk/our-services/training-courses/</a></p>
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Upon successful completion of your course, you'll receive an internationally recognized BSI certificate

## Make sure the course is right for you

### Who is this course for?

This course is for anyone who wants to have knowledge of the basic concepts of process improvement, wants to learn about different process improvement tools and how to logically improve a process, which can be applied to any workplace, without extensive theory.

What will I learn?	What are the benefits?
<p>Upon completion of this course you will be able to:</p> <ul style="list-style-type: none"><li>• Determine what process improvement is</li><li>• Identify benefits of process improvement</li><li>• Comprehend value and waste</li><li>• Identify TIMWOODS - 8 wastes in the process</li><li>• Recognize value stream map (VSM) current state</li><li>• Be aware of takt time</li><li>• Recognize reactive and proactive problem solving (5 Why, cause and effect diagram)</li><li>• Identify various process improvement tools (8D, 7 basic process improvement tools, PDCA, visual management for process control, 5S, SOP)</li><li>• Distinguish different stages of process improvement maturity</li><li>• Identify process improvement culture</li></ul>	<p>This course will help you:</p> <ul style="list-style-type: none"><li>• Demonstrate an understanding of process improvement methodologies</li><li>• Recognize different process improvement and problem solving tools</li><li>• Demonstrate an understanding of the relevant process diagnostic and process improvement methodologies</li><li>• Comprehend organizational core values for process improvement culture</li><li>• Develop professionally and network with likeminded peers</li></ul>

**Prerequisites** - you are expected to have the following prior knowledge:

There are no prerequisites for attending this course.

### 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 attending other courses within our improvement series, such as:

- Process Improvement: Auditor Training Course
- Process Improvement: Practitioner Training Course
- Process Improvement: Professional Training Course

**Find out more**  
Call: +852 3149 3300  
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