



BSI Training Academy

Performance Improvement training courses

bsi.

...making excellence a habit.™

How do you improve the performance of your business?

As the creator of many of the world's most popular standards, BSI has expertise in management systems that help organizations to improve any number of aspects from quality, information security, environmental impact and many others.

But it doesn't stop there.

To ensure the continued success of not just your management system but your organization, you should always be looking for opportunities for improvement. Whether that's improving efficiency levels, reducing costs or using fewer resources, a business that always strives to do better is one that's more likely to succeed.

By exploring this theme with our clients, we've found that searching for opportunities for continual improvement is a skill that can sometimes be lacking. To solve this, we've developed a range of training courses that will help you to embed improvement within your organization's culture.



Embedding a culture of improvement

Operating an organization to run successfully and adapt quickly to change is a constant challenge. Being agile in an increasingly competitive market can enable an organization to cope with economic conditions and market forces.

What does improvement mean to your organization?

The drive to improve is what our many years of experience tells us is the characteristic of a successful organization.

- Improving processes can help to increase efficiency, reduce costs and ensure the effectiveness of your activities
- Managing performance can give you better control by monitoring key indicators
- Improvements in your operational processes can reduce nonconformities and risks including accidents, environmental incidents or security breaches
- Increasing efficiency can positively impact effectiveness, compliance, resilience, social responsibility and profitability

Developing the skills of your people is key to achieving improvement throughout your organization. Whether you're looking at environmental factors, health and safety, productivity or embedding cultural changes, having a workforce with the right skills is a critical enabler.

ISO Clauses on Improvement

“The organization shall continually improve the suitability, adequacy, and effectiveness of the management system.

The organization must consider the results of analysis and evaluation, and the outputs from management review, to determine if there are needs or opportunities that must be addressed as part of improvement.”

Where do you begin?

Embedding a culture of improvement is not an out-of-the-box solution. As you strive to make your organization perform better, your people will start to look beyond 'business-as-usual' and make better plans for success.

Maybe you're on that journey already and BSI can help you to get to the next level, or perhaps you'd like us to help you to identify your training needs to get you started.

The BSI Training Academy delivers the highest quality training courses through a network of tutors who are experts in their field. Not just experts in the standards we teach, but delivering impactful training, with industry experience that means they speak your language and know your challenges.

“The continual improvements we're making are feeding through into significant savings in time and money.”

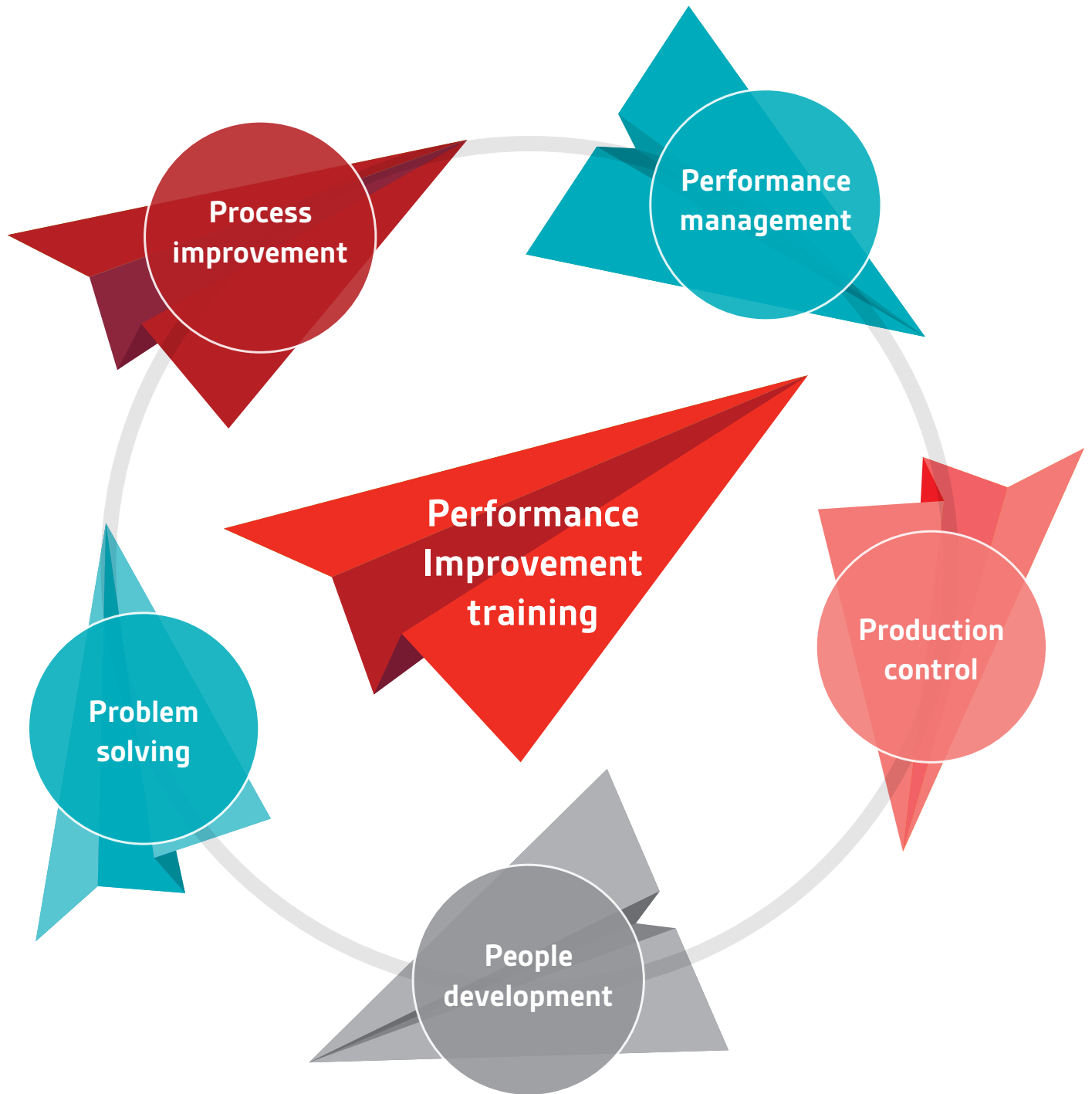
Training delegate, UK



Performance Improvement training courses

We've worked with clients the world over who've shared their issues – whether that's getting to the root cause of an issue or embedding process improvements. We've developed a range of training courses using this insight, and best-in-class industry tools.

The result is a portfolio of training courses to help you grow your organization by providing specific knowledge on how to develop your strengths, as an individual, as a team, and as an organization.



BSI, your training partner



We can work with you to identify your training needs so that you can select the right courses for your organization, delivered to the right people in the most appropriate format.

“We got more than what we bargained for and I'm glad that I stuck to my instinct to sign up for BSI for Lean Six Sigma course. Totally recommend BSI if you are looking to sign up for a professional course.”

Training delegate, Malaysia

How we deliver your training is your choice



1. You can opt for courses at one of our many venues, along with delegates from other businesses. As well as the value of the course itself, delegates benefit from networking with peers, sharing ideas and working collaboratively in workshops. Classes are small so you benefit from time with our expert tutors



2. If you'd like to train several people on a specific topic in a single location, we can run the same high-quality course at your premises



3. Or if you'd like training without the need to travel, you can opt to learn in a virtual classroom. You still get the same expert tutor, live in an online space, either with delegates from other businesses or in a virtual classroom reserved entirely for your organization

Our flexible study options mean that we can deliver the right course for you, regardless of location.

“The tutor was very knowledgeable, practical and helpful. She made a difference to the team's understanding of the training content.”

Training delegate, UK

Performance Improvement training courses

Training courses include:

Process improvement	Certified Lean professional courses Practitioner Expert Master
	Certified Six Sigma and Lean Sigma professional courses Yellow belt Green belt Black belt
	Process improvement Practitioner Auditor Professional auditor
	Lean, Six Sigma and Lean Six Sigma Understanding Value stream Process mapping toolbox
Problem solving	The A3 Report 7QC tools 8-Discipline (8D) Root cause analysis (RCA) PDCA techniques
People development	Customer complaint handling Communication skills for auditors Audit report writing Supervisory skills Managing people for success Train-the-trainer Communication skills Presentation skills
Performance management	Developing and managing KPI Documented information systems
Production control	Poka yoke Quick changeover Total productive maintenance OEE explained GR&R Advanced pull manufacturing With Minitab software Design of experiment (DOE) Measurement system analysis (MSA) Statistical process control (SPC) Introduction to minitab software

