



Process Improvement: Professional

Training course



Essential information about the course

This interactive and highly practical two-day course will provide first-hand experience of the more advanced approaches and tools of process improvement, and the leadership skills that can help you lead teams making process improvements within an organization.

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.

Your learning will be through an activity-based, delegate-centred approach. This will help you share experiences and knowledge with other attendees; bringing alive the information presented and resulting in enhanced retention and application to your own workplace.

You have the full support and training from a world-class BSI tutor also at your disposal.

Our course agenda

Day 1	Day 2
<ul style="list-style-type: none"> • Reminder of the practitioner course content • Value Stream Mapping (VSM) <ul style="list-style-type: none"> ◦ How to produce the current state VSM • Process capability <ul style="list-style-type: none"> ◦ Calculating capability indices ◦ Z values ◦ Capability studies: variable data ◦ Control charts: Xbar-R chart ◦ Understanding count data ◦ Attribute Agreement Analysis (AAA) • Process control <ul style="list-style-type: none"> ◦ Overall Equipment Effectiveness (OEE) ◦ Overall Productive Effectiveness (OPE) • Idea generation techniques <ul style="list-style-type: none"> ◦ Mind mapping ◦ DeBono's six hats ◦ SCAMPER ◦ TRIZ <p>Book today at bsigroup.com/training</p>	<ul style="list-style-type: none"> ◦ Solving contradictions ◦ Additional concept generation strategies ◦ Pugh concept selection matrix • Causes of failure (Supplement) <ul style="list-style-type: none"> ◦ Fault Tree Analysis (FTA) • Balancing operations and activities <ul style="list-style-type: none"> ◦ Bottlenecks ◦ TOC and the five focusing steps ◦ Little's law ◦ Process balancing ◦ Takt time • Error proofing (Supplement) <ul style="list-style-type: none"> ◦ Common causes of errors ◦ Human errors • Standard Operating Procedures (Supplement) • Managing stakeholder expectations (Supplement) <ul style="list-style-type: none"> ◦ Stakeholder types, analysis and communication plan • Understanding and managing resistance to change (Supplement) <ul style="list-style-type: none"> ◦ Theory of motivation ◦ Force field analysis ◦ Ways to foster teamwork • Prioritizing projects • Rapid Improvement Events (RIE)

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

<p>What are the Learning Objectives? You will know and be able to:</p> <ul style="list-style-type: none">• Use Value Stream Mapping to identify where a process is underperforming• Select, use and present analytical, graphical and mapping tools in improvement projects• Utilize measures of process capability and control techniques to improve and sustain improvement• Employ statistical methods to represent process performance relating to errors, process capability and control• Determine the accuracy and effectiveness of control procedures• Use a measure to determine the effectiveness of a person and a piece of equipment• Recall and use mind mapping and innovation techniques• Prioritize and select improvement solutions• Map the current state of an organization's processes, measure performance and understand how to optimize bottlenecks to improve flow• Design and introduce Standard Operating Procedures• Employ stakeholder management techniques to influence and smooth the path to change• Select the most appropriate approach to influence and drive change in the workplace• Utilize methods to manage resistance to change• Demonstrate methods to understand the impact of motivational factors and teamwork and how to use them to support change• Apply Rapid Improvement Events to improve process performance quickly	<p>What are the benefits? This course will help you:</p> <ul style="list-style-type: none">• Demonstrate an understanding of some of the advanced improvement methodologies and how to apply them, to enable you to lead process improvement projects• Confidently apply change management tools to overcome and avoid organizational resistance to change implementation• Utilize process improvement tools and techniques to increase the probability of successful project outcomes with a positive organizational improvement• To be able to drive change in the workplace, through the application of rapid improvement events
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Prerequisites - you are expected to have the following prior knowledge:

It's recommended that delegates have either attended our Process Improvement: Practitioner training course, or suitable alternatives (e.g. LSS White + Yellow belts as a minimum)

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: Auditor training course
- Process Improvement: Auditor – Core Tools (Aerospace/Automotive)

Find out more
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