5-DAY INTENSIVE TRAINING WORKSHOP

Certified Business Process Improvement Expert

Gain the expertise to analyze, and transform business processes for maximum efficiency.



GLOBAL TRAINING INSTITUTE

Course Description

This certification program equips professionals with the tools and techniques needed to analyze, improve, and redesign business processes for better efficiency, quality, and performance. Participants will learn how to apply proven methods like Lean, Six Sigma, and Business Process Management (BPM) to reduce waste, solve problems, and drive lasting improvements. The course focuses on practical applications, real-world examples, and tools that can be used across different industries and departments to make processes faster, smarter, and more effective.

Who Should Certify

This program is ideal for:

- Process Improvement Analysts and Coordinators
- Operations and Quality Managers
- Project and Program Managers
- Team Leaders and Supervisors
- Change Management Professionals
- Consultants supporting performance improvement
- Anyone responsible for improving processes, reducing costs, or increasing customer satisfaction

Course Objectives

Upon completion of this certification, participants will be able to:

- Identify and fix process inefficiencies and waste
- Apply Lean tools like 5S, Value Stream Mapping, and Kanban
- Use Six Sigma methods to reduce variation and improve quality
- Redesign processes for better performance and customer value
- Lead and manage process improvement projects from start to finish
- Monitor improvements using practical performance metrics
- Support change and engage teams in process improvement
- Use BPM tools and automation to streamline workflows

Course Content

Module 1: Process Management Basics

- What is a business process? Understanding key terms
- Linking process improvement to business goals
- Mapping processes using flowcharts and SIPOC diagrams
- Identifying key stakeholders and gaining their support
- Introduction to BPMN for simple and clear documentation

Module 2: Lean Tools for Efficiency

- Lean principles: value, flow, pull, and perfection
- Creating current and future state maps with Value Stream Mapping
- The 8 wastes (e.g., defects, overproduction, waiting)
- Applying Lean tools:
  - 5S for organizing workspaces
  - Kaizen for small, quick improvements
  - Poka-Yoke to prevent errors
  - Kanban to manage workflow visually

Module 3: Six Sigma for Quality Improvement

- DMAIC methodology: step-by-step improvement
- Define: VOC and project scoping
- Measure: data collection, capability analysis, and process charts
- Analyze: finding root causes using 5 Whys and cause-effect diagrams
- Improve: testing and implementing solutions
- Control: using SOPs and control charts to maintain results

Module 4: Advanced Process Transformation

- Using digital tools like RPA to automate tasks
- Process mining to uncover how work really flows
- AI in improvement: using predictive insights
- BPM software basics for modeling and tracking processes
- Managing change and engaging people during transformation
- Measuring ROI and showing business value
- Combining Lean Six Sigma with Agile project methods
- Building a culture of continuous improvement

Certificate Accreditations

The Certificate **Certified Business Process Improvement Expert** course equips participants with key skills and knowledge for career success. It enhances credibility and provides insights into industry standards. Through theory and practical application, it prepares individuals for real-world challenges, offering expert instruction and networking opportunities.

This course will be accredited by one of the following organizations. Please contact us for more information.

Cambridge Training College Britain

INSTITUTE OF SUPPLY CHAIN MANAGEMENT MENA

IBIU UNIVERSITY



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