

€ TRAINING

Implementing Business Process
Improvement and Understanding Essential
Quality and Impact Tools



28 July - 1 August 2024
Istanbul (Turkey)



Implementing Business Process Improvement and Understanding Essential Quality and Impact Tools

REF: P2506 DATE: 28 July - 1 August 2024 Venue: Istanbul (Turkey) - Fee: 5300 Euro

Introduction:

This training program equips participants with the necessary skills to enhance organizational processes. It empowers individuals to drive efficiency, quality, and continuous improvement within their respective organizational contexts.

Program Objectives:

At the end of this program, participants will be able to:

- Understand the Business Process Improvement BPI Fundamentals.
- Foster a Quality-Oriented Culture.
- Enhance Problem-Solving Skills.
- Drive Continuous Improvement Initiatives.
- Promote Collaboration and Teamwork.

Targeted Audience:

- Managers and Leaders.
- Quality Assurance Professionals.
- Process Improvement Specialists.
- Operations Managers.
- Project Managers.
- Team Leaders.

Program Outlines:

Unit 1:

Introduction to Business Process Improvement BPI:

- Understanding the fundamentals of BPI.
- Overview of BPI methodologies e.g., Lean, Six Sigma.

- Identifying opportunities for process improvement.
- Introduction to process mapping and analysis techniques.

Unit 2:

Quality Management Fundamentals:

- Principles of quality management.
- Introduction to ISO standards and certification.
- Tools and techniques for quality assurance.
- Building a culture of quality within organizations.

Unit 3:

Essential Quality Tools:

- Overview of essential quality tools e.g., Pareto analysis, Ishikawa diagram, control charts.
- Practical applications of quality tools in process improvement.
- Hands-on exercises and case studies.
- Assessment techniques for evaluating the impact of quality tools on process performance and efficiency.

Unit 4:

Impact Tools for Process Improvement:

- Introduction to impact tools e.g., Root Cause Analysis, FMEA.
- Understanding the role of impact tools in problem-solving.
- Application of impact tools in real-world scenarios.
- Learning how to utilize impact tools to systematically identify and address underlying issues affecting process performance.

Unit 5:

Implementing Business Process Improvement:

- Developing a BPI roadmap.
- Change management strategies for successful implementation.

- Monitoring and sustaining process improvements.
- Closing remarks and action planning.