

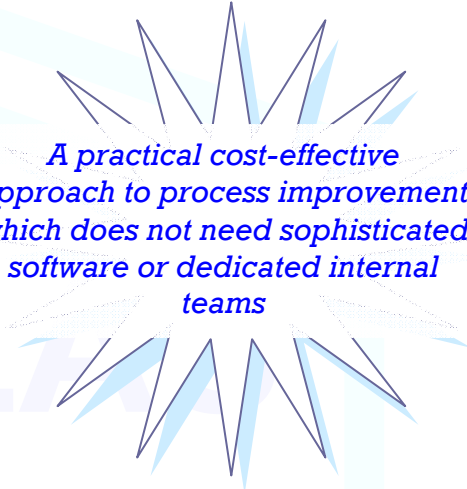
Process Improvement Course

Suitable for

Those wishing to improve the effectiveness and efficiency of business processes to achieve improved customer service with lower costs.

Content

- What is a process?
- Process effectiveness vs process efficiency
- Process mapping techniques
- Analysing existing processes
- Time/cost graphs
- Identifying improvements
- Cost/benefit analysis
- Identifying change implications
- Developing the change plan
- Implementation considerations
 - Aligning process resources with the achievement of business objectives



A practical cost-effective approach to process improvement which does not need sophisticated software or dedicated internal teams

Certificate

A Batalas certificate based upon continuous assessment by tutor (no formal written examination).

Format of course

Tutor led sessions interspersed with individual and team based exercises.

Duration

2 days

What to do next

For dates, venues and costs please go to our website: www.batalas.co.uk or contact an advisor on 0870 750 4400.

Associated courses

- Value Stream Mapping
- Process Improvement
- 5S
- Lean
- Work Measurement
- 7 Wastes