XCELERATE TRAINING INSTITUTE

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STRATEGY AND STRATEGIC PLANNING

# Process Management Training Course

| DURATION | LANGUAGE | FORMAT |
|---|---|---|
| **5 days** | **English** | **Classroom / Online** |

## Upcoming dates

| Dates | Venue | Format | Fee |
|---|---|---|---|
| 26 – 30 ????? 2027 | Live online | Online (live) | **On request** |
| 3 – 7 ???? 2027 | London | Classroom | **€3?600** |
| 4 – 8 ?????? 2027 | Live online | Online (live) | **On request** |

### Register or ask a question

Online: staging.x8ti.com/course/process-management-training-course-2/

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# Process Management Training Course

## Introduction

Introduction

What is process management? Process management refers to the method of aligning processes to the strategic goals of the organization, designing and executing the process framework/architecture, devising and establishing process measurement systems aligned to organizational goals and educating and training managers to handle and execute these set processes effectively.

Planning and administering activities are particularly important to achieve a high level of performance with regard to business processes. They help identify opportunities for improving quality and operational performance and ultimately client satisfaction.

Process mapping, in particular, is an exercise to identify and design all steps and/or decisions in a process in a diagrammatic form, with an objective to continually improve the process. Process mapping and improvement help measure process efficiency, develop new and improved processes, increase customer loyalty through delivered value and achieve sustained success.

This Xcelerate Training Institute course will empower you with an in-depth understanding and knowledge of process management, including process mapping and improvement. The knowledge and skill gained through this course will help you play a vital role in process management, including mapping and improvement, in your organization, thus demonstrating potential to undertake higher roles and responsibilities within the organization.

Learning Objectives

- in-depth understanding and information about process management, specifically process mapping and improvement
- the required strategic skills and confidence to align organizational process with the strategic objectives of the organization
- the confidence and ability to contribute to organizational growth and success through customer loyalty and alignment of operational processes to organizational strategic objectives
- the necessary strategic and analytical skills to map processes, closely scrutinizing the decision-making process and identifying opportunities for process improvement
- the confidence and knowledge to train other professionals on process management, right from the steps in process mapping to introducing process improvements
- the skillset and capabilities to undertake higher roles and responsibilities related to auditing organizational processes for scope for improvements
- the required knowledge, experience and skill to establish process measurement systems
- the adequate skill set and capabilities to undertake higher roles and responsibilities in any organization or industry

Training Methodology

All training courses at Xcelerate Training Institute Solutions are customizable to suit the professional backgrounds of the training audience. Before each session, the content is reviewed and changes, if needed, are made to the course content for relevance. Training is delivered by an expert, using audio-visual presentations for ease of reference.

Trainee participation is encouraged through group activities and assignments. Trainees are also assigned sample projects to work on during the course of the training. Relevant case studies are also discussed in detail by the trainer.

Benefits For Your Organization

Organizations whose professionals attend this Process Management Certification course will benefit as follows:

- Trained employees to undertake and successfully fulfil roles and responsibilities related to process management
- Increased organizational credibility and process efficiency
- Increased customer loyalty through an increase in delivered value
- Organizational growth and development as a result of increased process efficiency and customer loyalty
- Sustained success in competitive markets because of continuous process mapping and improvements
- Alignment of processes to organizational strategic goals through process management
- Regular and free training of all professionals on process management, particularly mapping and improvement
- Establishment of objective process measurement systems to avoid subjective interpretations that could hamper the growth and development of the organization
- Better decision making and problem-solving through the process mapping journey
- Regular audits to check for opportunities for process enhancements, to have a positive effect on growth

Benefits For You

Professionals undertaking this Process Management Certification course will benefit as follows:

- Detailed understanding and knowledge of process management, particularly process mapping and improvement
- Increased skill and capability to align operational process to strategic objectives of the organization
- Greater confidence, knowledge and experience to train other professionals on process management, particularly process mapping and improvement
- Enhanced skill set and abilities to undertake higher roles and responsibilities related to process mapping and improvement
- Increased knowledge, experience and understanding to devise and implement process measurement systems
- Increased capability and potential to receive related job opportunities from other organization or industries

- Create confidence and perspective to closely audit operational processes to check for gaps and opportunities for process improvement
- Better perspective and skillset to contribute to organisational growth because of increased process efficiencies and customer loyalty as a result of process improvement initiatives

Target Audience

- Project and operations managers responsible for managing various projects and processes across the organization
- Quality managers responsible for delivering quality output at optimal efficiency and productivity
- Top management of an organization who need to understand the importance and impact of process management
- Process managers whose sole purpose of work is to ensure process efficiency and continual improvement
- Internal and external auditors responsible for conducting and ascertaining best practices related to process improvement
- Any other professional who would be interested in knowing more about process management

Course Outline

The Process Management Certification course covers the following topics regarding process management, particularly mapping and improvement:

Overview

- Definition of process management
- Definition of process mapping and improvement
- Definition of benchmarking
- Types of processes
- Value creation processes
- Design processes
- Production/delivery processes
- Support processes

Types of Benchmarking

- Competitive benchmarking
- Process benchmarking
- Strategic benchmarking

Benefits of Process Mapping

- Establish current occurrences with reasons
- Measure process efficiency
- Gather information for waste and inefficiency detection
- Develop new and improved processes

Charts/Tools in Process Mapping

- Flowchart/Process map

- Deployment charts
- Flowchart symbols

Process Mapping Methodology

- Determine goals
- Identify process outputs
- Identify customer’s process
- Identify process inputs
- Identify process components
- Identify process suppliers
- Understand process limits
- Document current processes
- Identify process improvements
- Choose improvements to be applied
- Document improved processes

Importance of Process Improvement

- Customer loyalty
- Improved delivered value
- Sustained success in competitive markets
- Continuous improvement in value creation initiatives

Lean Process Improvement Techniques

- Kanban
- Work-in-process (WIP) limits
- Jidoka
- Takt time
- Poka-yoke (mistake proofing)
- 5S
- Seiri (Sort)
- Seiton (Set in order)
- Seiso (Shine)
- Sei Ketsu (Standardise)
- Shit Suke (Sustain)
- Kaizen

Process Mapping and Improvement Challenges

- Extensive methodologies and approaches
- Complicated, expensive tools
- Lack of experience or expertise
- Issues with data access and availability
- Large efforts for data management
- Metrics for process performance

- Personal consequences
- Lack of stakeholder support

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# Registration Form

## Process Management Training Course

Preferred dates: ..... Venue or online: .....

Duration: 5 days Language: .....

Please complete and email this form to us, or register online. We confirm your place and send the invoice within one working day.

### Delegate information

Full name (Mr / Ms / Dr / Eng): .....

Position: ..... Telephone / mobile: .....

Official email: ..... Personal email: .....

### Company information

Company name: .....

Address: .....

City / country: ..... VAT / tax number: .....

### Person responsible for training & development

Full name (Mr / Ms / Dr / Eng): .....

Position: ..... Telephone / mobile: .....

Email: .....

### Payment

☐ Please invoice me ☐ Please invoice my company

Signature: ..... Date: .....

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