Process Improvement

Duration: 2 Days   Course Code: VFB-PV

Overview:

The aim of this Process Improvement course is mainly to inspire you and teach you to think in terms of processes. You will discover how to turn your own 'practice' into a real 'best practice' instead of copying so-called 'best practices' and 'standards'. Within this field, there is no standard solution!
This training covers the importance of processes in general, the processes employees carry out almost every day and the tools that come in handy. You will also learn more about the background of process-based work. If you are not process-based, you are unpredictable and not proactive. Moreover, you add less value for the customer. This is a how-to training: when and how do you apply something? The training provides you with the insights and tools you need to increase your impact.
The practical nature of the training sets us apart from others. We approach each situation from the employee's point of view and not from a theoretical model. You will be offered solutions to all kinds of problems and situations you face on a daily basis.

Target Audience:

Anyone who does, should or will do anything with a process. Think of the functions: Process managersQuality managersFunctional management professionalsBusiness analystsTeam leadersProject leadersSoftware developersTestersSystem analystsQA specialistsData specialists

Prerequisites:

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Testing and Certification

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Content:

MODULE 1 - THE BASICS

- What are processes?
- What is process-based working?
- Laws
- Life cycle

MODULE 2 – HOW DO YOU DESCRIBE A PROCESS?

- Why do you describe processes?
- How do you describe a process?
- Tools to describe processes

MODULE 3 – HOW DO YOU MEASURE A PROCESS?

- How do you measure?
- What do you measure?
- Types of KPIs
- Basic statistics
- Data collection plan
- Tools to measure processes

MODULE 4 – HOW DO YOU ANALYSE A PROCESS?

- Troubleshooting causes
- Audits
- Tools to analyze

MODULE 5 – HOW DO YOU IMPROVE A PROCESS?

- How do you implement improvements?
- How do you choose the best improvements?
- Tools to improve processes

MODULE 6 – HOW DO YOU SECURE A PROCESS?

- Importance of securing a process or improvement
- Securing pyramid
- Control plan
- Tools to safeguard processes

Further Information:

For More information, or to book your course, please call us on 0800/84.009

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