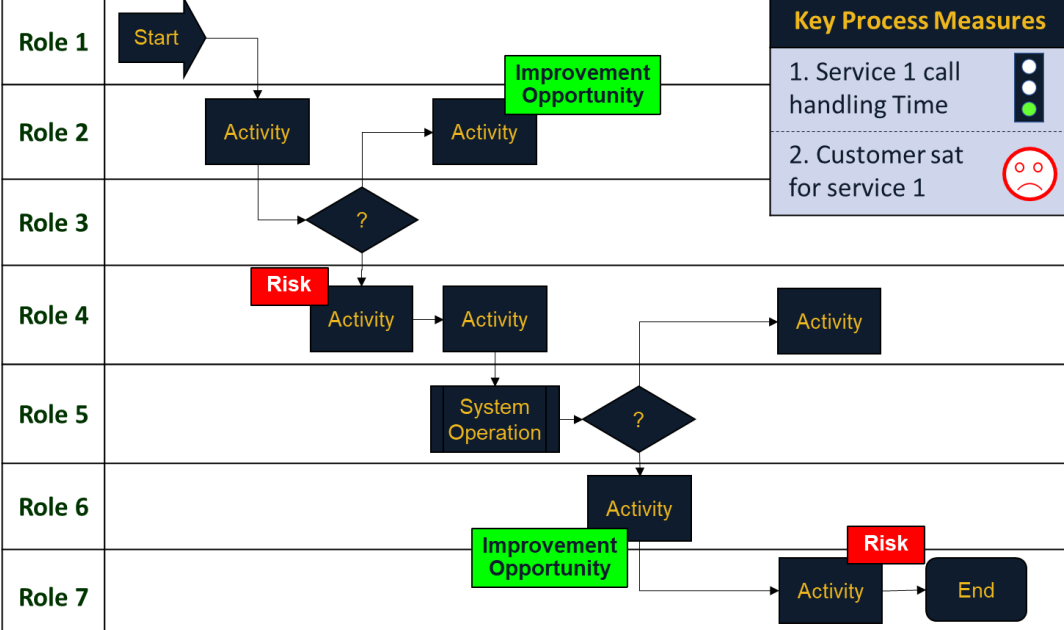| Workshop Title	**Identifying and Managing Process Improvements**
Why invest in this workshop?	All business operations are delivered through some form of process so learning to improve them can transform the productivity of every aspect of your organisation
Who is it for?	Anyone with responsibility for some form of business operation (typically managers)
What output(s) will attendees learn to produce	Attendees will create a process map for a business process that they are all familiar with, e.g. performance appraisals. They will then produce a prioritised list of risks/improvement opportunities based on a critical analysis of that process.
How will they produce it?	**MODULE 1: Defining the AS-IS Process** **1a (30 mins): Understand the elements of a process: roles, activities, decisions etc.** **1b (30 mins): Define the start and end of the process as well as the roles involved** **1c (1 HR): Draft the AS-IS process and add supporting systems/documents/timings** **1d (30 mins): Define key process performance indicators for time and quality** **MODULE 2: Using lean/six sigma approaches to make process improvements** **2a (1 HR): Flag opportunities to reduce cycle time/wastage or improve quality** **2b (30 mins): Flag potential risks, their impact/likelihood & mitigating actions** **2d (30 mins): Prioritise opportunities/mitigating actions using cost-benefit analysis** **MODULE 3: Documenting and Implementing the TO-BE Process** **3a (1 HR): Use a PowerPoint template to document the TO-BE process map** **3b (30 mins): Identify a timeline of actions to implement the TO-BE process**

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Format	The AS-IS process map will be created by the group as a brown-paper exercise. Individuals will then identify opportunities/risks on post-its, which will be rationalised/ prioritised by the group. The TO-BE process map and implementation actions will be created by each individual on laptops in a PowerPoint template.
Duration	1 Day (for full course) or can be broken down into modules/sub-modules as above
How Success Measured	Option to have feedback collected from attendees 6/12 months following the course to assess if processes (and their associated measures) have been improved
Course Variants	Other courses are also available that cover continuous improvement (Lean, Six Sigma) and quality methodologies (ISO, EFQM, TQM) as well as more advance business architecture modelling principles

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