

# € TRAINING

Business Process Improvement with Quality  
Tools



1 - 5 September 2024  
Amman (Jordan)  
ibis Amman



# Business Process Improvement with Quality Tools

REF: M1094 DATE: 1 - 5 September 2024 Venue: Amman (Jordan) - ibis Amman Fee: 3350 Euro

## Introduction:

This program is a comprehensive training initiative designed to equip participants with the knowledge and skills necessary to enhance organizational efficiency and effectiveness. Through a combination of theoretical concepts and practical applications, this program focuses on identifying, analyzing, and optimizing key business processes using quality tools and methodologies.

## Program Objectives:

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

- Identify inefficiencies and opportunities for improvement within business processes.
- Utilize a variety of quality tools and methodologies to analyze and optimize processes effectively.
- Implement sustainable solutions to enhance organizational efficiency and effectiveness.
- Monitor and measure process performance to ensure continuous improvement over time.
- Lead and facilitate process improvement initiatives within their organizations.
- Foster a culture of continuous improvement and innovation to drive organizational success.

## Targeted Audience:

- Professionals involved in process management and optimization.
- Quality assurance and quality control personnel.
- Operations managers and supervisors.
- Project managers seeking to improve project efficiency.
- Individuals responsible for driving organizational improvement initiatives.

## Program Outlines:

### Unit 1:

#### Understanding Business Processes:

- Identifying key business processes.

- Analyzing process flows and dependencies.
- Mapping current processes.
- Identifying areas for improvement.
- Understanding process variability.
- Recognizing the importance of process documentation.

## Unit 2:

### Introduction to Quality Tools:

- Overview of essential quality tools.
- Understanding the purpose and application of quality tools.
- Implementing basic quality tools such as Pareto charts and histograms.
- Using cause-and-effect diagrams for root cause analysis.
- Applying process flowcharts and control charts.
- Introduction to statistical analysis for quality improvement.

## Unit 3:

### Process Analysis and Measurement:

- Conducting process analysis to identify inefficiencies.
- Measuring process performance using key metrics and indicators.
- Analyzing process data to identify trends and patterns.
- Using quality tools to measure process capability and variation.
- Implementing data-driven decision-making processes.
- Establishing benchmarks for process improvement.

## Unit 4:

### Implementing Process Improvement Strategies:

- Developing and prioritizing process improvement initiatives.
- Applying lean principles to streamline processes.

- Implementing Six Sigma methodologies for process optimization.
- Engaging stakeholders in process improvement efforts.
- Implementing change management strategies for process improvement.
- Monitoring and evaluating the effectiveness of process improvement initiatives.

## Unit 5:

### Sustaining Process Improvement:

- Establishing a culture of continuous improvement.
- Implementing process controls and monitoring mechanisms.
- Providing ongoing training and development for process improvement teams.
- Leveraging technology to support continuous improvement efforts.
- Conducting regular reviews and audits of process performance.
- Celebrating successes and recognizing contributions to process improvement initiatives.