



Consulting and Training | Reach New Heights

Course Name

Managing Change for Process Improvement & Optimization

Sector Name

Sales, Marketing and Customer Service

Document Type

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Managing Change for Process Improvement & Optimization

Course Introduction

Effective change management is essential for successful process improvement and organizational optimization. This course equips participants with the knowledge and skills to track, document, and implement changes in business processes systematically.

Participants will learn how to monitor change impact, ensure process continuity, and optimize operations while keeping all stakeholders informed and aligned.

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Managing Change for Process Improvement & Optimization

Target Audience

- ✓ Process Improvement Professionals
- ✓ Operations Managers and Supervisors
- ✓ Quality Management Professionals
- ✓ Business Analysts and Process Analysts

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Managing Change for Process Improvement & Optimization

Learning Objectives

- ✓ Understand the principles and importance of change management in process improvement.
- ✓ Track and monitor changes in business processes effectively.
- ✓ Document changes systematically for transparency and accountability.
- ✓ Assess the impact of changes on process efficiency and organizational performance.
- ✓ Align change initiatives with process optimization goals.
- ✓ Use structured approaches to sustain improvements and drive continuous optimization.

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Managing Change for Process Improvement & Optimization

Course Outline

✓ DAY 01

Foundations of Change Management

- ✓ Understanding change management in the context of process improvement
- ✓ Types of change: incremental vs. transformational
- ✓ The role of change management in business process optimization
- ✓ Common challenges and risks associated with unmanaged change
- ✓ Principles for successful change adoption

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Course Outline

✓ Day 02

Tracking and Monitoring Change

- ✓ Identifying key metrics and indicators for tracking change
- ✓ Tools and techniques for monitoring change progress
- ✓ Linking change tracking to process performance measurement
- ✓ Using dashboards and reporting for ongoing monitoring
- ✓ Early detection of issues and corrective actions

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Course Outline

✓ Day 03

Documenting Change Effectively

- ✓ Importance of proper change documentation
- ✓ Standard templates and formats for documenting process changes
- ✓ Recording rationale, impact, and approvals for each change
- ✓ Ensuring traceability of changes for audits and reviews
- ✓ Communicating documented changes to stakeholders

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Course Outline

✓ Day 04

Analyzing Change Impact on Processes

- ✓ Evaluating effects of changes on efficiency, quality, and cost
- ✓ Assessing process bottlenecks and improvement opportunities post-change
- ✓ Techniques for root cause analysis of unintended outcomes
- ✓ Integrating change analysis with process optimization initiatives
- ✓ Using data to support continuous improvement decisions

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Course Outline

✓ Day 05

Sustaining Change and Driving Continuous Improvement

- ✓ Embedding change management into process improvement cycles
- ✓ Feedback mechanisms and lessons learned for future changes
- ✓ Aligning change initiatives with organizational strategy and goals
- ✓ Ensuring stakeholder alignment and ongoing engagement

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
April 26, 2027	April 30, 2027	5 days	2150.00 \$	Virtual , Online
Nov. 8, 2026	Nov. 12, 2026	5 days	4250.00 \$	KSA , Riyadh
Aug. 16, 2027	Aug. 20, 2027	5 days	4250.00 \$	UAE , Dubai

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