



Consulting and Training | Reach New Heights

Course Name

Process Improvement & Optimization

Sector Name

Sales, Marketing and Customer Service

Document Type

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Process Improvement & Optimization

Course Introduction

Organizations today face constant pressure to improve efficiency, reduce waste, and deliver better outcomes. This program equips leaders, managers, and process owners with advanced techniques to analyze, improve, and optimize business processes. Participants will learn how to identify bottlenecks, apply process improvement methodologies, leverage data for decision-making, and implement sustainable solutions that drive operational excellence.

By the end of the course, attendees will be able to design optimized processes that align with strategic goals and deliver measurable business impact.

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Target Audience

- ✓ Operations Managers and Supervisors
- ✓ Process Improvement Specialists
- ✓ Quality Assurance Managers
- ✓ Quality Control Specialists

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Learning Objectives

- ✓ Analyze current processes to identify inefficiencies and bottlenecks.
- ✓ Apply structured methodologies such as Lean, Six Sigma, and Kaizen for process improvement.
- ✓ Design optimized processes that reduce waste, cost, and cycle time.
- ✓ Implement data-driven decision-making and performance measurement for processes.
- ✓ Lead process improvement initiatives and manage change effectively.
- ✓ Develop actionable plans to sustain improvements and continuous optimization.

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Course Outline

✓ DAY 01

Foundations of Process Improvement

- ✓ Understanding business processes and their strategic importance
- ✓ Key concepts in process efficiency and effectiveness
- ✓ Introduction to process improvement methodologies: Lean, Six Sigma, Kaizen
- ✓ Principles of process mapping and documentation
- ✓ Recognizing the impact of process improvement on organizational performance

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Course Outline

✓ Day 02

Process Analysis and Measurement

- ✓ Defining process performance indicators (PPIs)
- ✓ Techniques for process data collection and analysis
- ✓ Root cause analysis: 5 Whys, Fishbone diagram
- ✓ Distinguishing value-added vs. non-value-added activities
- ✓ Understanding performance gaps and improvement potential

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Course Outline

✓ Day 03

Process Design and Optimization

- ✓ Principles of process redesign and reengineering
- ✓ Lean tools for efficiency: Value Stream Mapping, waste reduction, standardization
- ✓ Six Sigma tools for quality: DMAIC framework, process capability analysis
- ✓ Modeling and evaluating optimized process flows
- ✓ Balancing cost, quality, and time in process design

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Course Outline

✓ Day 04

Implementation and Change Management

- ✓ Planning and executing process improvement initiatives
- ✓ Engaging stakeholders and overcoming resistance to change
- ✓ Monitoring and controlling optimized processes
- ✓ Standardization and documentation for sustainability
- ✓ Integrating process improvement with organizational strategy

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Course Outline

✓ Day 05

Sustaining and Scaling Process Improvements

- ✓ Measuring impact and benefits realization of process improvements
- ✓ Building a continuous improvement culture
- ✓ Leveraging technology and automation for process optimization
- ✓ Governance and performance monitoring for sustained results
- ✓ Strategic roadmap for ongoing process optimization

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
July 4, 2027	July 8, 2027	5 days	4250.00 \$	KSA , Riyadh
Dec. 6, 2026	Dec. 10, 2026	5 days	2150.00 \$	Virtual , Online

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