BLACKBIRD FOR TRAINING

Business Improvement & Quality Techniques

25 – 29 January 2027
Kigali (Rwanda)

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PARTNER



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Ref: 3125_128268 **Date:** 25 – 29 January 2027 **Location:** Kigali (Rwanda) **Fees:** 4200 GBP

Introduction

This course is designed to help you understand, implement, and sustain best-practice tools and techniques that maximize both business performance and employee productivity. As organizations face increasing competition, market pressure, and operational complexity, the need for strong quality management systems and effective business improvement strategies has become more critical than ever.

Through this program, you will discover how improvement methodologies such as Kaizen, Lean, and Six Sigma can transform organizational culture and reinforce continuous improvement at every level. These globally recognized approaches provide structured and practical frameworks that enable organizations to improve processes in businesses, reduce waste, enhance customer satisfaction, and achieve long-term operational excellence.

By applying these tools, you will build a deeper understanding of how to enhance workflow, optimize resources, and create efficient processes that support strategic goals. The course blends theoretical knowledge with hands-on activities to ensure that learners gain actionable skills. Participants will explore the foundations of business process improvement, learn how to analyze performance gaps, and apply techniques that lead to measurable performance improvements.

By the end of the program, you will be fully equipped with the strategic and technical skills needed to drive business excellence through improved processes, smart performance management, and effective quality control. This training also strengthens your ability to support your organization's strategic direction and contribute to long-term growth using proven business improvement methods.

Course Objectives

Upon completion of this course, you will be able to:



- Understand the context in which business process improvement and quality techniques support overall business strategy and high-level organizational goals.
- Recognize the importance of quality management in driving performance excellence and building sustainable operational systems.
- Apply structured workplace organization tools such as 5S and use visual management techniques to enhance process clarity and improve operational efficiency.
- Capitalize on the benefits of teamwork within the Lean model to boost productivity and encourage a culture of continuous improvement.
- Implement structured problem-solving techniques to address operational challenges and apply business improvement techniques to strengthen process performance.
- Identify the six big losses in operations and build targeted action plans to achieve the highest possible performance gains.
- Develop an understanding of Statistical Process Control SPC and apply it to improve, stabilize, and monitor quality performance across different processes.
- Strengthen your understanding of how quality management training supports organizational success, including how to build and maintain effective quality management plans.
- Enhance your business analysis skills and increase your ability to make data-driven decisions that support process improvement.

Course Outlines

Day 1: Strategy Deployment

- Vision, mission & purpose: Learn how to align business goals with quality improvement initiatives. Understand how a strong strategic foundation supports continuous improvement.
- Strategy mapping: Explore how strategy maps reveal opportunities for improving business processes and eliminating unnecessary complexities.
- Strategic management tools: Discover key tools used in business improvement programs to support strategic goals and enhance organizational performance.
- Strategy execution: Learn effective methods for implementing business strategies, turning plans into actionable results within quality management systems.
- Designing performance management systems: Understand how to design integrated performance management systems that support organizational excellence and facilitate continuous improvement.

Day 2: Performance Management

- Process management: Dive into essential tools and techniques for evaluating and optimizing processes. Learn how process management strengthens efficiency and quality.
- Business process simulation: Explore simulation techniques that allow you to test improvements before applying them, ensuring smarter decision-making.
- Key Performance Indicators KPIs: Learn how to define KPIs that measure improvement efforts and track progress accurately.
- Balanced Scorecards BSC: Discover how scorecards connect performance metrics with organizational goals to maintain strategic alignment.
- Lean awareness: Understand Lean principles and their relevance to improving flow, eliminating waste, and achieving operational excellence.



Day 3: Process Excellence

- Six Sigma methodologies: Understand how Six Sigma principles help organizations reduce variation, stabilize processes, and improve outcomes.
- 8D Problem Solving Process: Learn how to apply this structured method to identify root causes and permanently eliminate recurring problems.
- Tools for problem solving: Gain hands-on experience with essential tools such as root cause analysis, brainstorming, process mapping, and FMEA.
- Risk Management: Explore risk evaluation methods that help identify potential failures and protect process stability.
- Failure Mode & Effect Analysis FMEA: Learn how FMEA improves product reliability and enhances process resilience, supporting long-term quality.

Day 4: Performance Tracking & Monitoring

- Quality control: Explore tools and techniques used to monitor, evaluate, and improve business process performance.
- Attribute and variable methods of measurement: Learn the differences between measurement types and how each supports effective quality assessments.
- Statistical Process Control SPC: Discover how SPC charts and data help maintain process control, reduce variations, and ensure consistent quality.
- Process improvement stages: Understand structured stages of continuous improvement and how to apply them to real business challenges.
- Machine capability and Cp/Cpk interpretation: Learn to measure process capability, interpret Cp/Cpk values, and assess process effectiveness.

Day 5: High-Performing Work Teams

- Organizational values & culture: Learn how values and culture shape performance, influence behavior, and create a foundation for continuous improvement.
- Effective teamwork: Understand the principles of collaboration, trust-building, and communication required to develop strong teamwork.
- Leadership in teams: Build leadership skills needed to guide high-performing teams and support continuous learning and improvement.
- Consensus-reaching tools: Learn techniques that support collaborative decision-making and ensure alignment across team members.
- Coaching and facilitation: Master coaching skills that empower teams, enhance engagement, and create an environment that supports quality and productivity.

Why Attend This Course: Wins & Losses!

Attending this course provides powerful advantages for professionals seeking to advance their careers and organizations striving for excellence:



- Enhance Business Performance: Apply proven business improvement strategies to achieve measurable gains in quality, productivity, and cost efficiency.
- Master Quality Control and Quality Management: Develop a solid understanding of quality systems, quality management plans, and the responsibilities of a quality control manager.
- Develop Problem-Solving & Analytical Skills: Learn advanced methods to analyze performance issues and create sustainable solutions.
- Improve Team Collaboration: Build and lead high-performing teams that support long-term business success.
- Achieve Strategic Goals: Align process improvement efforts with organizational strategy to drive sustainable growth, resilience, and competitiveness.

Conclusion

By attending this course, you will gain the essential knowledge, tools, and practical skills needed to design, implement, and sustain effective business process improvement systems. Whether your goal is to streamline operations, elevate quality, improve customer satisfaction, or strengthen your internal team, this program provides the complete roadmap you need to drive meaningful and lasting organizational change.

You will leave with the confidence and capability to lead improvement initiatives, optimize workflow performance, and build systems that support continuous enhancement and strategic success.

