Business Process Optimization & Improvement

30 November – 4 December 2026
Kigali (Rwanda)



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Introduction

In today's fast-paced and competitive business environment, organizations must continuously improve and optimize their business processes to enhance efficiency, reduce operational costs, and maximize value delivery to customers. This 1-week training course provides participants with practical tools, proven methodologies, and analytical frameworks to achieve business process optimization and improvement effectively.

Through a combination of theory, case studies, and interactive workshops, participants will learn how to identify inefficiencies, eliminate waste, apply methodologies such as Lean, Six Sigma, and BPM, and use modern technologies like automation and RPA Robotic Process Automation to redesign and streamline workflows. The course also emphasizes performance measurement, sustainability, and building a culture of continuous improvement.

Course Objectives

By the end of this course, participants will be able to:

- Understand the fundamentals of business processes and their direct impact on organizational performance.
- Identify performance gaps, inefficiencies, and areas for improvement within existing processes.
- Apply business process optimization methodologies such as Lean, Six Sigma, and Business Process Management BPM.
- Redesign and implement optimized processes using digital tools, process automation, and RPA solutions.
- Develop performance measurement frameworks with KPIs to monitor and sustain process improvements.
- Build a sustainable culture of continuous improvement that supports long-term operational excellence.



Course Outlines

Day 1: Introduction to Business Processes & Performance

- Understanding business processes: concepts, types, and importance.
- Identifying inefficiencies and performance gaps.
- Overview of key performance indicators KPIs and process metrics.
- Introduction to process mapping and documentation.
- Case study: mapping and analyzing a basic business process.

Day 2: Process Analysis & Evaluation

- Techniques for analyzing business processes effectively.
- Identifying bottlenecks, redundancies, and sources of waste.
- Applying root cause analysis tools: Fishbone Diagram, 5 Whys, and Pareto Analysis.
- Understanding process maturity models and assessment frameworks.
- Workshop: analyzing a real-world process for improvement opportunities.

Day 3: Process Improvement Methodologies

- The Business Process Management BPM lifecycle: Design, Model, Execute, Monitor, Optimize.
- Applying Lean principles to eliminate waste and improve flow.
- Overview of Six Sigma and the DMAIC Define, Measure, Analyze, Improve, Control model.
- Integrating Lean, Six Sigma, and Agile with BPM for maximum impact.
- Group exercise: applying Lean, Six Sigma, or BPM to a practical process scenario.

Day 4: Process Redesign & Optimization

- Redesigning processes for higher efficiency, effectiveness, and value creation.
- Leveraging digital tools, automation, and Robotic Process Automation RPA for optimization.
- Managing change and engaging stakeholders during transformation.
- Utilizing problem-solving and innovation tools for process improvement.
- Case study: optimizing a business process with measurable results.

Day 5: Monitoring, Sustaining & Evaluating Improvements

- Developing KPIs and performance monitoring systems.
- Techniques for measuring, controlling, and sustaining process improvements.
- Building a continuous improvement culture across departments.
- Overcoming common challenges in business process optimization initiatives.
- Final workshop: designing and presenting a complete Business Process Improvement Plan.



Why Attend This Course: Wins & Losses!

- Gain a solid understanding of Business Process Optimization & Improvement principles and tools.
- Learn how to apply Lean, Six Sigma, BPM, and RPA to drive operational excellence.
- Enhance decision-making through data-driven process analysis and performance measurement.
- Acquire hands-on experience through practical workshops and case studies.
- Develop the ability to identify inefficiencies, streamline operations, and boost productivity.
- Build leadership capability to manage change and lead process improvement initiatives.
- Strengthen your career profile by mastering in-demand skills in process optimization and improvement.

Conclusion

Business Process Optimization & Improvement is a critical capability for organizations striving for excellence, agility, and competitiveness. This course equips professionals with the mindset, tools, and frameworks necessary to analyze, redesign, and optimize workflows for measurable results.

By integrating Lean, Six Sigma, BPM, and RPA techniques, participants will learn how to drive efficiency, reduce costs, and create continuous value. Beyond theory, this program empowers professionals to implement sustainable improvements that enhance overall organizational performance and deliver long-term growth.

