

## Business Improvement & Quality Techniques

*Paris (France)*

*26 - 30 October 2025*

UK Training

# PARTNER



## Business Improvement & Quality Techniques

Code: QM28 From: 26 - 30 October 2025 City: Paris (France) Fees: 4400 Pound

### Introduction

This course is designed to help you understand and implement best practice tools and techniques aimed at maximizing both business and people performance. Improvement methodologies like Kaizen, Lean, and Six Sigma provide companies with innovative ways to integrate business process improvement principles within their corporate culture. These techniques will help implement Total Quality Management TQM and Continuous Improvement practices across organizations. By the end of the course, you will be equipped with the necessary skills to drive business excellence through enhanced processes, performance management, and quality control.

### Course Objectives

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

- Understand the context in which business process improvement and quality techniques support business strategy and high-level strategic goals.
- Recognize the importance of business process improvement in performance management.
- Apply 5S and visual management techniques to enhance process control and efficiency.
- Capitalize on the benefits of teamwork within the Lean model to improve organizational performance.
- Implement structured problem-solving techniques to address challenges and improve performance.
- Identify the 6 Big Losses and choose appropriate action plans to gain the greatest benefits.
- Understand Statistical Process Control SPC and apply it to improve and control quality performance.

### Course Outlines

#### Day 1: Strategy Deployment

- Vision, mission & purpose: Learn how to align business goals with quality improvement initiatives.
- Strategy mapping: Understand how to use strategy maps to identify areas for business process improvement.
- Strategic management tools: Discover key tools used in business process improvement to support strategic goals.
- Strategy execution: Learn effective methods for executing business strategy and implementing quality management practices.
- Designing performance management systems: Understand how to integrate performance management systems with business process improvements.

#### Day 2: Performance Management

- Process management: Dive into process management tools and techniques.
- Business process simulation: Understand how simulations can be used to improve business processes and

A graphic of a chessboard with several chess pieces, including a king, queen, and pawns, arranged on the board. The text 'UK Training PARTNER' is overlaid on the image.

UK Training  
**PARTNER**

optimize outcomes.

- Key Performance Indicators KPIs: Learn how to define and measure KPIs to track improvement.
- Balanced Scorecards BSC: Discover how Balanced Scorecards link strategic objectives to measurable performance metrics.
- Lean awareness: Understand the principles of Lean and its relevance to quality control.

### Day 3: Process Excellence

- Six Sigma Methodologies: Understand how to apply Six Sigma principles to streamline business processes and enhance quality.
- 8D Problem Solving Process: Learn how to use 8D for problem solving and improving processes.
- Tools for problem solving: Gain insight into various problem-solving techniques such as FMEA and Root Cause Analysis.
- Risk Management: Explore risk assessment methods to identify and mitigate process risks.
- Failure Mode & Effect Analysis FMEA: Understand how FMEA is used to improve product and process reliability.

### Day 4: Performance Tracking & Monitoring

- Quality control: Explore quality control methods for measuring and improving business process performance.
- Attribute and variable methods of measurement: Learn the differences and applications of these two measurement methods.
- Statistical Process Control SPC: Learn to implement SPC to monitor and control quality.
- Process improvement stages: Understand the stages of continuous process improvement and how to apply them effectively.
- Machine capability and Cp/Cpk interpretation: Learn how to measure and interpret machine capability and process performance.

### Day 5: High-Performing Work Teams

- Organizational values & culture: Learn the importance of organizational culture in fostering high-performing teams.
- Effective teamwork: Understand the principles of building effective, collaborative teams.
- Leadership in teams: Develop leadership skills to guide high-performing teams towards achieving business goals.
- Consensus-reaching tools: Learn techniques for team decision-making and consensus-building.
- Coaching and facilitation: Master the techniques of coaching and facilitating teams for enhanced productivity and continuous improvement.

### Why Attend This Course: Wins & Losses!

Attending this course will provide you with the tools and strategies you need to lead business process improvement initiatives and drive measurable performance gains in your organization. Here are some key benefits:

- Enhance Business Performance: Learn how to implement business improvement strategies and apply them to achieve significant gains in quality, efficiency, and cost reduction.
- Master Quality Control: Gain a deep understanding of quality management and how to control and improve business processes using tools like Six Sigma, Lean, and SPC.

A graphic of a chessboard with several chess pieces. A large gold king piece is in the foreground, with a silver pawn and a gold pawn behind it. The text 'UK Training PARTNER' is overlaid on the right side of the chessboard.

UK Training  
**PARTNER**

- **Develop Problem-Solving Skills:** Learn to use advanced techniques like 8D and FMEA to solve complex business problems and improve operations.
- **Improve Team Collaboration:** Build high-performing teams with the skills needed to work effectively in dynamic environments.
- **Achieve Strategic Goals:** Understand how to link business process improvement with business strategy to achieve long-term success and sustainable growth.

## Conclusion

By attending this course, you will acquire the knowledge and skills necessary to implement business process improvements and quality management techniques in your organization. Whether you're looking to streamline processes, enhance product quality, or improve customer satisfaction, this course offers practical tools and strategies that will help you drive meaningful change. Equip yourself with the skills to become a leader in business improvement and quality control, and unlock the potential for sustainable growth and performance excellence.

A graphic of a chessboard with several chess pieces. A large gold king piece is in the foreground, with a silver pawn and a black pawn behind it. In the background, there are concentric circles and the text 'UK Training PARTNER'.

UK Training  
**PARTNER**



## Blackbird Training Cities

### Europe



Malaga (Spain)



Sarajevo (Bosnia and Herzegovina)



Oporto (Portugal)



Glasgow (Scotland)



Edinburgh (UK)



Oslo (Norway)



Annecy (France)



Bordeaux (France)



Copenhagen (Denmark)



Birmingham (UK)



Lyon (France)



Moscow (Russia)



Stockholm (Sweden)



Podgorica (Montenegro)



Batumi (Georgia)



Salzburg (Austria)



London (UK)



Istanbul (Turkey)



Amsterdam



Düsseldorf (Germany)



Paris (France)



Athens (Greece)



Barcelona (Spain)



Munich (Germany)



Geneva (Switzerland)



Prague (Czech)



Vienna (Austria)



Rome (Italy)



Brussels (Belgium)



Madrid (Spain)



Berlin (Germany)



Lisbon (Portugal)



Zurich (Switzerland)



Manchester (UK)



Milan (Italy)



## Blackbird Training Cities

### USA & Canada



Los Angeles (USA)



Orlando, Florida (USA)



Online



Phoenix, Arizona (USA)



Houston, Texas (USA)



Boston, MA (USA)



Washington (USA)



Miami, Florida (USA)



New York City (USA)



Seattle, Washington (USA)



Washington DC (USA)



In House



Jersey, New Jersey (USA)



Toronto (Canada)

### ASIA



Baku (Azerbaijan)  
(Thailand)



Maldives (Maldives)



Doha (Qatar)



Manila (Philippines)



Bali (Indonesia)



Bangkok



Beijing (China)



Singapore (Singapore)



Sydney



Tokyo (Japan)



Jeddah (KSA)



Riyadh (KSA)



Melbourne (Australia)  
Korea



Phuket (Thailand)



Dubai (UAE)



Kuala Lumpur (Malaysia)



Kuwait City (Kuwait)



Seoul (South)



Pulau Ujong (Singapore)



Irbid (Jordan)



Jakarta (Indonesia)



Amman (Jordan)



Beirut

UK Training  
**PARTNER**



## Blackbird Training Cities

### AFRICA



Kigali (Rwanda)



Cape Town ( South Africa)



Accra (Ghana)



Lagos (Nigeria)



Marrakesh (Morocco)



Nairobi (Kenya)



Zanzibar (Tanzania)



Tangier (Morocco)



Cairo (Egypt)



Sharm El-Sheikh (Egypt)



Casablanca (Morocco)



Tunis (Tunisia)



## Blackbird Training Clients



MANNAI Trading  
Company WLL,  
Qatar



Alumina Corporation  
Guinea



Booking.com  
Netherlands



Oxfam GB International  
Organization,  
Yemen



Capital Markets  
Authority,  
Kuwait



Waltersmith Petroman Oil Limited  
Nigeria



Qatar National Bank  
(QNB),  
Qatar



Qatar Foundation,  
Qatar



AFRICAN UNION ADVISORY  
BOARD ON CORRUPTION,  
Tanzania



KFAS  
Kuwait



Reserve Bank of  
Malawi,  
Malawi



Central Bank of Nigeria  
Nigeria



Ministry of Interior,  
KSA



Mabruk Oil Company  
Libya



Saudi Electricity  
Company,  
KSA



BADAN PENGELOLA  
KEUANGAN Haji,  
Indonesia



NATO  
Italy



ENI CORPORATE  
UNIVERSITY,  
Italy



Gulf Bank  
Kuwait



General Organization for  
Social Insurance  
KSA



Defence Space Administration  
Nigeria



National Industries  
Group (Holding),  
Kuwait



Hamad Medical  
Corporation,  
Qatar



USAID  
Pakistan



STC Solutions,  
KSA



North Oil company,



EKO Electricity



Oman Broadband



UNITED NATIONS  
UN.



Authority for

UK Training  
**PARTNER**



## Blackbird Training Categories

### Management & Admin

Entertainment & Leisure  
Professional Skills  
Finance, Accounting, Budgeting  
Media & Public Relations  
Project Management  
Human Resources  
Audit & Quality Assurance  
Marketing, Sales, Customer Service  
Secretary & Admin  
Supply Chain & Logistics  
Management & Leadership  
Agile and Elevation

### Technical Courses

Artificial Intelligence (AI)  
Hospital Management  
Public Sector  
Special Workshops  
Oil & Gas Engineering  
Telecom Engineering  
IT & IT Engineering  
Health & Safety  
Law and Contract Management  
Customs & Safety  
Aviation  
C-Suite Training



 International House 185 Tower Bridge  
Road London SE1 2UF United Kingdom

 +44 7401 1773 35  
+44 7480 775526

 Sales@blackbird-training.com

 www.blackbird-training.com

UK Training  
**PARTNER**

