

Process Improvement: Introduction Training Course

Amman (Jordan)

9 - 13 May 2027

UK Training

PARTNER



Process Improvement: Introduction Training Course

Code: LM32 From: 9 - 13 May 2027 City: Amman (Jordan) Fees: 4200 Pound

Introduction

Process improvement is one of the essential foundations for enhancing organizational efficiency and building sustainable competitiveness. Well-designed processes reduce costs, minimize waste, improve quality, and increase customer satisfaction. In today's fast-changing business environment, organizations must continuously review and redesign their operations to stay agile and effective.

This training course introduces participants to the key concepts, tools, and practices of process improvement. It focuses on building both the theoretical knowledge and practical skills needed to analyze workflows, identify inefficiencies, and implement improvements that deliver measurable results across the organization.

Course Objectives

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

- Understand the fundamental principles of process improvement.
- Analyze organizational processes and identify strengths and weaknesses.
- Apply practical tools such as flowcharts, root cause analysis, and performance metrics.
- Redesign processes to remove inefficiencies and enhance value creation.
- Manage organizational change linked to process transformation.
- Build a culture of continuous improvement within teams and departments.
- Apply real-world case studies to solve operational challenges.

Course Outlines

Day 1: Introduction to Process Improvement

- Definition and importance of process improvement.
- The link between efficiency, productivity, and quality.
- Life cycle of processes in organizations.
- Basic tools for analyzing processes.
- Practical examples from different industries.
- Workshop: Drawing a simple process flowchart.

Day 2: Tools and Analytical Methods

- Techniques for data collection and analysis.
- Root cause analysis of problems.
- Brainstorming as a tool for process solutions.
- Key performance indicators KPIs for measuring process effectiveness.
- Real-world case study on process assessment.
- Practical exercise: Analyzing a production process.

A graphic of a chessboard with several chess pieces (king, queen, rook, knight, and pawns) on it. The text 'UK Training PARTNER' is overlaid on the board.

UK Training
PARTNER

Day 3: Process Redesign

- Principles of business process reengineering.
- Identifying and eliminating non-value-added activities.
- Simplifying workflows and reducing bottlenecks.
- Integrating technology into process design.
- Examples of successful redesign initiatives.
- Workshop: Designing an improved process.

Day 4: Change Management and Continuous Improvement

- The concept of continuous improvement Kaizen.
- The role of leadership in driving change.
- Methods for engaging employees in process initiatives.
- Tools for monitoring and evaluating improvements.
- Overcoming resistance to change.
- Practical activity: Developing a change management plan.

Day 5: Practical Application and Evaluation

- Aligning process improvement with organizational goals.
- Building a step-by-step process improvement plan.
- Simulation: Running a mini improvement project.
- Group presentations and peer feedback.
- Summary of key learnings and next steps.
- Final discussion and course closure.

Why Attend This Course? Wins & Losses!

- Gain a comprehensive understanding of process improvement.
- Learn to analyze and simplify workflows effectively.
- Apply hands-on tools to improve efficiency and reduce waste.
- Support organizational goals through smoother operations.
- Enhance quality and achieve higher customer satisfaction.
- Develop decision-making based on data and metrics.
- Build a culture of continuous improvement.
- Acquire practical experience through simulations and case studies.

Conclusion

The Process Improvement: Introduction Training Course is a strategic investment for professionals seeking to strengthen their organization's efficiency and performance. By combining essential concepts with hands-on practice, it enables participants to build the confidence and skills to lead improvement initiatives successfully.

Through case studies, workshops, and simulations, the course ensures that learning is not only theoretical but also directly applicable to real-world challenges. Ultimately, this program empowers participants to transform processes, reduce inefficiencies, and drive sustainable value for their organizations.

A graphic of a chessboard with several chess pieces (king, queen, rook, knight, and pawns) in gold and silver. The text 'UK Training PARTNER' is overlaid on the board.

UK Training
PARTNER

Blackbird Training Clients

 MANNAI CORPORATION MANNAI Trading Company WLL, Qatar	 GAC UNE FILIALE D' EGA Alumina Corporation Guinea	 Booking.com Booking.com Netherlands	 OXFAM Oxfam GB International Organization, Yemen	 Capital Markets Authority Kuwait
 WS Waltersmith Petroman Oil Limited Nigeria	 QNB Qatar National Bank (QNB), Qatar	 Qatar Foundation Qatar	 AFRICAN UNION ADVISORY BOARD ON CORRUPTION Tanzania	 KFAS KFAS Kuwait
 Reserve Bank of Malawi Malawi	 Central Bank of Nigeria Nigeria	 Ministry of Interior Kingdom of Saudi Arabia KSA	 Mabruk Oil Company Libya	 Saudi Electricity Company KSA
 BPKH Badan Pengelola Keuangan Haji BADAN PENGELOLA KEUANGAN Haji, Indonesia	 NATO Italy	 ENI ENI CORPORATE UNIVERSITY, Italy	 GULF BANK 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 STC Solutions, KSA
 North Oil Company North Oil company,	 EKO EKO Electricity	 OMAN BROADBAND Oman Broadband	 UNITED NATIONS UN.	 Authority for Electricity Regulation, Oman 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)
Sustainability, ESG & Corporate Responsibility
Advanced Courses
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