

BUSINESS PROCESS IMPROVEMENT TECHNIQUES (BPIT)

“Mastering Process Improvement Techniques to Optimize Efficiency and Drive Business Success”

Schedule

Date	Venue	Fees (Face-to-Face)
24 - 25 Feb 2026	Doha, Qatar	USD 1995 per delegate

Introduction

Business process improvement (BPI) is essential for organizations looking to enhance operational efficiency, reduce costs, and improve quality. The key to achieving these objectives is the application of proven process improvement techniques, such as Lean, Six Sigma, and Total Quality Management (TQM). These methodologies help businesses streamline operations, identify inefficiencies, and optimize processes to meet customer needs and organizational goals.

This 2-day course is designed to equip professionals with the skills and tools needed to implement process improvement strategies effectively. Participants will gain practical insights into the principles of BPI, the tools available for process analysis, and how to apply these techniques to achieve measurable improvements in business operations.

Objectives

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

- Understand the core concepts and principles of Business Process Improvement (BPI)
- Apply process improvement methodologies such as Lean, Six Sigma, and TQM
- Identify inefficiencies and areas for process optimization in their organizations
- Develop and implement effective process improvement plans
- Use tools such as process mapping, root cause analysis, and process redesign
- Measure the success of process improvements through key performance indicators (KPIs) and data analysis

Why Attend

- Learn proven techniques to enhance operational efficiency and effectiveness
- Gain hands-on experience with tools and methods for improving business processes
- Understand how to reduce waste, improve customer satisfaction, and increase profitability
- Master the skills to identify process bottlenecks and inefficiencies
- Build your confidence in implementing process improvements across departments

Target Audience

This program is designed for:

- Business process managers, operations managers, and quality improvement professionals
- Project managers responsible for process optimization and continuous improvement
- Senior executives involved in strategic decision-making
- Lean and Six Sigma practitioners looking to expand their skill set
- Anyone interested in driving process efficiency and business growth within their organization

Individual Benefits

Key competencies that will be developed include:

- In-depth understanding of business process improvement methodologies
- Practical skills in analyzing and improving business processes
- Ability to apply Lean, Six Sigma, and TQM tools to real-world business challenges
- Enhanced decision-making abilities based on data-driven insights and process analysis
- Increased confidence in managing and leading process improvement initiatives

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- More streamlined and efficient business processes
- Improved quality of products and services delivered to customers
- Enhanced collaboration between teams through effective process mapping and optimization
- Increased employee engagement through continuous improvement and problem-solving efforts
- Improved bottom-line performance and reduced operational costs

Instructional Methodology

The course follows a blended learning approach combining theory with practice:

- Strategy Briefings - Core principles of business process improvement and the Lean, Six Sigma, and TQM methodologies
- Case Studies - Real-world examples of successful process improvement initiatives
- Workshops - Group exercises on process mapping, root cause analysis, and implementing process redesign
- Peer Exchange - Discussions on industry challenges, best practices, and lessons learned
- Tools - Process mapping templates, root cause analysis tools, and performance measurement frameworks

Course Outline

Detailed 2-Day Course Outline

Training Hours: 7:30 AM – 3:30 PM Daily Format: 3–4 Learning Modules | Coffee breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 – 02:00

Day 1: Introduction to Business Process Improvement (BPI) & Lean Principles

• **Module 1: Introduction to Business Process Improvement (BPI)** (07:30 – 09:30)

- What is BPI and why is it important for organizations?
- The role of BPI in operational efficiency and organizational success
- Key principles of BPI: continuous improvement, customer focus, and data-driven decisions

• **Module 2: Lean Principles and Waste Reduction** (09:45 – 11:15)

- Understanding Lean methodology and its goals
- The 8 types of waste in business processes
- Techniques for identifying and eliminating waste: 5S, Kaizen, value stream mapping

• **Module 3: Process Mapping and Workflow Analysis** (11:30 – 01:00)

- Process mapping basics: flowcharts, SIPOC diagrams, and value stream maps
- Analyzing workflows and identifying inefficiencies
- Using process mapping to visualize and improve processes

• **Module 4: Workshop – Creating Process Maps and Identifying Waste** (02:00 – 03:30)

- Hands-on session: Participants create process maps for sample business processes
- Group discussion on identifying waste and inefficiencies in processes

Day 2: Six Sigma, TQM, and Advanced BPI Tools

• **Module 5: Introduction to Six Sigma and DMAIC Methodology** (07:30 – 09:30)

- Six Sigma principles: Defining, Measuring, Analyzing, Improving, and Controlling (DMAIC)
- Tools for Six Sigma: Pareto analysis, Fishbone diagram, 5 Whys, process control charts
- Applying Six Sigma to improve process performance and quality

• **Module 6: Total Quality Management (TQM) Principles** (09:45 – 11:15)

- TQM principles: customer focus, leadership, engagement, and continuous improvement
- Tools for implementing TQM: benchmarking, process control, customer satisfaction measurement
- Aligning TQM practices with organizational goals

• **Module 7: Data-Driven Decision Making and KPIs** (11:30 – 01:00)

- Using data to drive decisions and measure process improvements
- Developing and using Key Performance Indicators (KPIs) for continuous improvement
- Benchmarking performance and setting realistic targets

• **Module 8: Workshop – Applying Six Sigma and TQM to a Business Process** (02:00 – 03:30)

- Participants work in groups to apply Six Sigma and TQM tools to a real or case-study process
- Group presentations and feedback on process improvements and outcomes

Certification

Participants will receive a **Certificate of Completion in Business Process Improvement Techniques (BPIT)**, validating their ability to apply Lean, Six Sigma, and TQM methodologies to improve business processes and drive operational success.

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