MAWA EVENTS

Address: No. 857, Block A2. Leisure Commerce Square - No 9., 46150 Petaling Jaya, Selangor, Malaysia

Phone: +601116373203 | **Email:** info@mawaevents.net

DEVELOPING & IMPLEMENTING BUSINESS PROCESS IMPROVEMENTS

"Streamlining Operations, Eliminating Inefficiencies, and Enhancing Organizational Performance"

Schedule

Date	Venue	Fees (Face-to-Face)
14 – 18 Dec 2026	Dubai – UAE	USD 3495 per delegate

► **Available delivery methods:** Face-to-Face & Online Training

Introduction

In today's competitive business environment, operational efficiency and continuous improvement are vital to achieving sustainable success. Poorly designed or outdated processes can result in wasted resources, inconsistent quality, and reduced customer satisfaction. Organizations must be agile and proactive in identifying, developing, and implementing business process improvements (BPI) that deliver measurable value.

This intensive 5-day course provides a practical, results-driven framework for analyzing existing processes, identifying improvement opportunities, and executing sustainable changes. Participants will learn how to apply process mapping, root cause analysis, Lean principles, and change management strategies to drive performance, productivity, and innovation.

Objectives

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

- Analyze and document business processes using industry-standard tools
- Identify process inefficiencies, waste, and bottlenecks
- Develop business process improvement initiatives with measurable goals
- Apply Lean, Six Sigma, and continuous improvement methodologies
- Manage stakeholder alignment and ensure successful implementation

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Why Attend

- Enhance your ability to streamline workflows and reduce operational costs
- Boost productivity, quality, and customer satisfaction through better processes
- Gain hands-on experience with tools like process mapping, cause-effect analysis, and value stream analysis
- Strengthen your strategic thinking and problem-solving capabilities
- Lead or support business transformation projects with confidence

Target Audience

This program is designed for:

- Process improvement professionals and BPI team members
- Operations managers and quality assurance personnel
- Business analysts and project managers
- Functional heads responsible for performance optimization
- Professionals seeking to drive continuous improvement and change

Individual Benefits

Key competencies that will be developed include:

- Process mapping and gap analysis
- Root cause identification and solution design
- Lean and continuous improvement tool application
- Facilitation and stakeholder engagement skills
- Implementation planning and change leadership

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Increased efficiency and reduced process cycle time
- Improved product/service quality and consistency
- Better alignment of operations with business goals
- Stronger cross-functional collaboration and accountability
- More agile and innovation-ready organizational culture

Instructional Methodology

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

- Strategy Briefings – BPI frameworks, tools, and methodologies
- Case Studies – Real-world examples of successful process improvement initiatives
- Workshops – Process mapping, root cause analysis, and redesign exercises
- Peer Exchange – Group discussions on improvement challenges and best practices
- Tools – Templates for process assessment, KPI tracking, and implementation planning

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Course Outline

Detailed 5-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

- Module 1: Understanding Processes and Their Impact (07:30 – 09:30) • What is BPI? Why it matters in modern organizations
- Module 2: Key Concepts and BPI Frameworks (09:45 – 11:15) • Continuous improvement, Lean, and Six Sigma basics
- Module 3: Workshop – Identifying Improvement Opportunities (11:30 – 01:00) • Map a current process and highlight gaps
- Module 4: Peer Exchange – BPI Projects in Your Organization (02:00 – 03:30) • Review ongoing or planned improvement efforts

Day 2: Process Mapping and Performance Analysis

- Module 5: Process Mapping Techniques (07:30 – 09:30) • Flowcharts, swimlane diagrams, and value stream maps
- Module 6: Performance Metrics and Gap Analysis (09:45 – 11:15) • Baseline measures, KPIs, and benchmarking
- Module 7: Workshop – Build a Value Stream Map (11:30 – 01:00) • Identify NVA activities and root causes
- Module 8: Case Study – Business Process Assessment (02:00 – 03:30) • Analyze an underperforming process scenario

Day 3: Root Cause Analysis and Solution Design

- Module 9: Identifying and Diagnosing Process Failures (07:30 – 09:30) • Cause-and-effect, 5 Whys, and Pareto analysis
- Module 10: Generating and Prioritizing Solutions (09:45 – 11:15) • Countermeasure selection, impact vs. effort grids
- Module 11: Workshop – Problem-Solving Exercise (11:30 – 01:00) • Apply structured thinking to a real process issue
- Module 12: Peer Exchange – Roadblocks to Improvement (02:00 – 03:30) • Explore change resistance and solution buy-in

Day 4: Implementation and Change Management

- Module 13: Planning for Implementation Success (07:30 – 09:30) • Action plans, timelines, and resource allocation
- Module 14: Stakeholder Engagement and Communication (09:45 – 11:15) • Managing expectations and overcoming resistance
- Module 15: Workshop – BPI Implementation Plan (11:30 – 01:00) • Develop a plan with deliverables and milestones
- Module 16: Case Study – Transformation Through BPI (02:00 – 03:30) • Examine a real case from planning to execution

Day 5: Sustaining and Scaling Improvements

- Module 17: Monitoring, KPIs, and Continuous Improvement (07:30 – 09:30) • Control charts, dashboards, and performance reviews
- Module 18: Embedding a Culture of Improvement (09:45 – 11:15) • Coaching, knowledge sharing, and lessons learned
- Module 19: Final Project – BPI Strategy Presentation (11:30 – 01:00) • Present a mock initiative and receive feedback
- Module 20: Wrap-Up, Feedback, and Certification (02:00 – 03:30) • Course review, final Q&A, and certificate awarding

Certification

Participants will receive a Certificate of Completion in Developing & Implementing Business Process Improvements, validating their ability to lead process analysis and implement performance-boosting initiatives aligned with organizational goals.

Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
- **Industry-Leading Faculty:** Courses delivered by seasoned professionals with hands-on experience.
- **Practical Insights:** Learn to turn theory into actionable strategies for real-world business impact.
- **Client-Focused Solutions:** Customized programs designed to achieve your organisation’s unique goals.

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