

# PROCESS METHODOLOGY - MANAGING, MEASUREMENT & IMPROVEMENT

*“Enhance Performance Through Process Management, Metrics, and Continuous Improvement”*

## Schedule

| Venue (InHouse)               | Fees                  |
|-------------------------------|-----------------------|
| At Your Organization Premises | Ask For The Quotation |

## Introduction

Effective process management is the cornerstone of organizational excellence and sustainable performance. The Process Methodology – Managing, Measurement & Improvement course provides participants with a structured approach to designing, analyzing, measuring, and improving business processes to achieve strategic goals.

This course emphasizes process thinking, performance measurement, and continuous improvement methodologies that enable organizations to enhance quality, efficiency, and customer satisfaction. Participants will gain practical skills in process mapping, identifying key performance indicators (KPIs), and implementing improvement frameworks that lead to measurable results and long-term success.

## Objectives

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

- Understand the principles of process management and process thinking.
- Identify and document key business processes using process mapping tools.
- Develop effective performance measures and KPIs for monitoring results.
- Apply process improvement techniques such as PDCA, Six Sigma, and Lean.
- Analyze process data to identify inefficiencies and root causes.
- Implement sustainable improvement strategies for ongoing success.
- Align process performance with organizational goals and customer needs.

## Why Attend

Organizations today must continuously improve their processes to stay competitive and efficient. This course offers a comprehensive understanding of how to manage and measure processes effectively to drive improvement. By attending, participants will learn proven methods to increase productivity, ensure quality, and create value for customers and stakeholders alike.

## Target Audience

This course is suitable for:

- Process Improvement and Quality Professionals
- Operations and Production Managers
- Business Analysts and Project Managers
- Performance and Strategy Officers
- Team Leaders and Supervisors
- Continuous Improvement Practitioners
- Anyone involved in managing or optimizing business processes

## Individual Benefits

- Gain in-depth knowledge of process management and measurement.
- Develop analytical skills to identify process gaps and improvement opportunities.
- Learn to design effective performance metrics and dashboards.
- Build expertise in implementing process improvement methodologies.
- Enhance your professional capability in organizational excellence.
- Contribute to measurable improvements in performance and efficiency.

## Organizational Benefits

- Establish a structured approach to process management and monitoring.
- Improve efficiency, quality, and customer satisfaction.
- Strengthen data-driven decision-making across departments.
- Reduce waste, rework, and operational costs.
- Enhance alignment between strategy and execution.
- Build a culture of performance excellence and accountability.

## Instructional Methodology

The course uses a balanced mix of theory and practice through:

- Interactive lectures and instructor-led discussions
- Real-world case studies and group exercises
- Process mapping and measurement workshops
- Hands-on application of process improvement tools
- Performance analysis and dashboard-building activities
- Continuous feedback and Q&A sessions

## Course Outline

- Module 1: Introduction to Process Management and Methodology
- Module 2: Principles of Process Thinking and System Approach
- Module 3: Process Mapping and Documentation Techniques
- Module 4: Developing and Applying Key Performance Indicators (KPIs)
- Module 5: Process Measurement and Data Analysis Methods
- Module 6: Process Improvement Tools – PDCA, Lean, and Six Sigma
- Module 7: Identifying Root Causes and Implementing Corrective Actions
- Module 8: Monitoring, Reviewing, and Sustaining Process Improvements
- Module 9: Aligning Process Goals with Strategic Objectives
- Module 10: Case Studies and Action Planning for Process Excellence

## Certification

Upon successful completion, participants will receive a Certificate of Completion in Process Methodology – Managing, Measurement & Improvement, acknowledging their skills and expertise in process analysis, measurement, and continuous improvement for operational excellence.

## 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.

### In-House / Customized Training

Interested in running this course for your team?

Please contact us:

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