Business Improvement

…streamline your processes and enhance quality

In order to achieve real business benefits it is vital to first analyse a business and its key processes. To recognise opportunities for improvement you need a set of transferable tools and techniques. This programme provides a practical toolkit and demonstrates how to apply these, selecting the appropriate techniques for the task. It includes extensive practical examples.

Content

- Business analysis in context
- Selecting critical processes
- Process mapping and improvement
- Research and data collection
- The first seven tools
- Problem solving process
- Selected further tools

Features

- Comprehensive manual/toolkit
- 3 ways to select critical processes in your business to focus your activity
- Extensive practical application of techniques
- 12 analytical tools to simplify your processes
- Step-by-step benchmarking guide

Duration: Two day course
Venue: London Gatwick
Course price: £645+VAT

"Techniques for Change have been a pleasure to work with. They listened to our requirements and tailored the course and delivery to the needs of the team. The course was well structured and incorporated both the technical and human aspects that are key in delivering sustainable business improvements. The trainer has a great facilitation style keeping it informative but light hearted whilst utilising a range of different learning approaches. He challenged the team but in an encouraging and supportive environment. The team left the workshop with a lot of valuable tools to go away and apply but more importantly with the confidence to do so."
Mary Lester,
Service Improvement Manager

Nottingham City Council

Organisations that have sent participants include:

BT, Camden and Islington NHS Foundation Trust, GlaxoSmithKline, Land Registry, Microsoft, Transport for London, Total Gas & Power, Financial Times and Kuoni.

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Day One

1. Business analysis in context
- Role of business analyst
- Business improvement approaches
- Cost reduction
- Structural reengineering
- Continuous improvement
- Strategic reengineering

2. Selecting critical processes
- What is a process?
- Functionitis
- Levels of process consideration
- Core business processes
- Breakthrough analysis
- Visualisation
- Efficiency/effectiveness rating
- Process quality management
- Benchmarking

3. Process mapping and improvement
- Process mapping
- Workflows
- 3 steps to process mapping
- Scope diagrams
- Flow process charts
- Matrix flow diagrams
- Process improvement
- Waste hunting
- Value-added/value stream analysis
- Process value analysis
- Cost of quality

Day Two

4. Research and data collection
- Methods
- Individual interviews
- Focus groups
- Questionnaires
- Attitude surveys
- Handling data
- Work measurement

5. The first seven tools
- Cause and effect diagram
- Check sheets
- Pareto analysis
- Scatter charts
- Visual charts
- Histogram
- Control charts

6. Problem solving process
- PDCA model
- Six-step problem solving model

7. Selected further tools
- Brainstorming
- Nominal group
- Rich Pictures
- Tree diagrams
- Affinity diagram
- Matrix diagrams
- Paired comparisons
- Criterion ranking
- Tools and applications