BLACKBIRD FOR TRAINING

Business Improvement & Quality Techniques Masterclass

25 – 29 January 2027
Kigali (Rwanda)



Business Improvement & Quality Techniques Masterclass

Ref: 3125_128268 **Date:** 25 – 29 January 2027 **Location:** Kigali (Rwanda) **Fees:** 4200 GBP

Why This Course

In an increasingly competitive business environment, organizations must continuously adapt, innovate, and improve to stay ahead. Achieving operational excellence requires a deep understanding of improvement methodologies and a commitment to a culture of quality.

The Business Improvement and Quality Excellence Program is a comprehensive 1-week executive course designed to equip professionals with the tools and techniques to streamline processes, eliminate inefficiencies, and enhance performance.

Combining the power of Lean, Six Sigma, and Total Quality Management TQM, this program empowers participants to lead transformative initiatives that drive measurable results, increase customer satisfaction, and build a sustainable culture of continuous improvement.

What You'll Learn and Practice

By completing this program, participants will be able to:

- Apply key methodologies such as Lean, Six Sigma, and TQM to real-world business challenges.
- Use quality management tools to analyze, improve, and control processes.
- Develop strategies to reduce waste, optimize performance, and increase value.
- Strengthen analytical, problem-solving, and decision-making skills.
- Design performance metrics and dashboards to measure results.
- Foster a culture of quality, innovation, and ongoing improvement within their organization.

The Program Flow

Day 1: Foundations of Business Improvement

- The evolution and principles of business improvement.
- Understanding quality management systems and frameworks.
- Process mapping, analysis, and identification of inefficiencies.
- Tools for assessing readiness and improvement opportunities.
- Workshop: Mapping a business process and pinpointing performance gaps.



Day 2: Lean Management Principles

- Core Lean philosophy and its application to business performance.
- Value Stream Mapping VSM for process visualization.
- The 5S system and workplace organization.
- Visual management and continuous improvement through Kaizen.
- Exercise: Conducting a Lean assessment and designing an improvement plan.

Day 3: Six Sigma Methodology

- Introduction to the Six Sigma framework and DMAIC cycle.
- Defining, measuring, and analyzing process variation.
- Root cause analysis and corrective action techniques.
- Introduction to statistical process control SPC and data-driven decision-making.
- Case Study: Applying DMAIC to a real business improvement scenario.

Day 4: Total Quality Management TQM

- Core principles and philosophies of TQM.
- Integrating customer focus into process excellence.
- Using quality tools: Pareto charts, cause-and-effect diagrams, and control charts.
- Benchmarking and learning from best-in-class organizations.
- Group Exercise: Developing a TQM implementation roadmap for an organization.

Day 5: Sustaining Improvement and Cultural Transformation

- Change management and overcoming resistance to improvement.
- Designing performance indicators and continuous monitoring systems.
- Embedding quality thinking into organizational culture.
- Creating an actionable improvement strategy and roadmap.
- Capstone Project: Building a business improvement plan for immediate application.

Individual Impact

- Gain the capability to identify inefficiencies and streamline operations.
- Master practical improvement tools for measurable impact.
- Develop confidence to lead Lean, Six Sigma, or TQM projects.
- Strengthen analytical and leadership skills for continuous growth.

Organizational Impact

- Enhanced operational efficiency and reduced process waste.
- Stronger focus on customer satisfaction and quality outcomes.
- Improved productivity, cost-effectiveness, and team engagement.
- A sustainable culture of excellence and innovation across all levels.



Training Methodology

This program integrates theory, practice, and real-world application through:

- Interactive workshops and process improvement simulations.
- Practical exercises using Lean and Six Sigma tools.
- Group discussions and best-practice case studies.
- Collaborative project work on real business scenarios.

Beyond the Course

Upon completion, participants will return equipped to:

- Lead business improvement initiatives across departments.
- Apply Lean, Six Sigma, and TQM frameworks to achieve operational excellence.
- Measure, monitor, and sustain performance improvements.
- Build and champion a culture of continuous learning and innovation.

