

Business Process Analysis: Optimize Your Organization's Workflows

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London (UK)

UK Training

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Why This Course

Business processes shape how work gets done, how customers are served, and how efficiently organizations use their resources. When processes are unclear, duplicated, slow, or poorly controlled, they can lead to delays, errors, wasted effort, higher costs, and reduced performance.

This intensive 5-day Business Process Analysis and Improvement Training program equips participants with practical tools to map, analyze, evaluate, redesign, and improve business processes. The course covers process management fundamentals, process mapping, documentation, flowcharts, stakeholder analysis, root cause analysis, value stream mapping, Lean, Six Sigma, future-state design, change management, automation, KPIs, and continuous improvement. Through hands-on exercises and real-world case studies, participants will learn how to identify inefficiencies and design better workflows that improve organizational effectiveness.

What You'll Learn and Practice

By joining this program, you will:

- Understand the fundamentals of business process analysis.
- Recognize the role of process analysis in organizational strategy.
- Apply the process analysis lifecycle.
- Map and document business processes clearly.
- Create process flowcharts, diagrams, and models.
- Identify process inputs, outputs, stakeholders, and handoffs.
- Use process modeling tools and software.
- Identify inefficiencies, bottlenecks, delays, and waste.
- Apply root cause analysis techniques.
- Use value stream mapping to evaluate process flow.
- Apply quantitative and qualitative analysis methods.
- Design future-state processes.
- Use Lean and Six Sigma methods for process improvement.
- Measure process performance using KPIs and continuous improvement practices.

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A graphic illustration of a chessboard with several chess pieces. A gold king piece is prominent in the foreground, with other pieces like a silver pawn and a gold pawn visible. The background features concentric circles, suggesting a strategic or analytical theme.

The Program Flow

Day 1: Introduction to Business Process Analysis

- Understand business process management and its importance.
- Explore the role of process analysis in improving organizational performance.
- Learn key concepts, terminology, and process types.
- Understand the process analysis lifecycle.
- Identify opportunities for process improvement within an organization.

Day 2: Process Mapping and Documentation

- Apply process mapping techniques.
- Create clear process flowcharts and diagrams.
- Document process inputs, outputs, stakeholders, roles, and responsibilities.
- Identify handoffs, decision points, and dependencies.
- Explore process modeling software and digital documentation approaches.

Day 3: Process Analysis and Evaluation

- Identify inefficiencies, bottlenecks, waste, and process gaps.
- Apply root cause analysis techniques.
- Use value stream mapping to understand flow and delays.
- Apply quantitative and qualitative analysis methods.
- Evaluate current-state processes and prioritize improvement opportunities.

Day 4: Process Improvement and Redesign

- Apply Lean and Six Sigma improvement methodologies.
- Design future-state processes that are simpler, faster, and more effective.
- Develop improvement actions based on process analysis findings.
- Apply change management practices to support process adoption.
- Implement and monitor process changes.

Day 5: Advanced Topics and Practical Application

- Explore process automation and technology integration.
- Develop process KPIs and performance measurement approaches.
- Apply continuous improvement strategies.
- Review an end-to-end process analysis case study.
- Build a practical action plan for process optimization.

A graphic of a chessboard with several pawns and a king piece. The king piece is gold and stands prominently on the right side of the board. The pawns are silver and black. The board is white and black checkered.

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Individual Impact

- Build confidence in analyzing and improving business processes.
- Strengthen process mapping, documentation, and workflow analysis skills.
- Improve ability to identify bottlenecks and root causes.
- Gain practical tools for redesigning and improving processes.
- Develop stronger performance measurement and continuous improvement capabilities.

Work Impact

- Improve operational efficiency and workflow clarity.
- Reduce delays, errors, rework, and unnecessary costs.
- Strengthen collaboration between departments through clearer process ownership.
- Support better decision-making through process data and KPIs.
- Build a culture of continuous improvement and operational excellence.

Training Methodology

This program combines business process concepts with practical workplace application through:

- Process mapping and flowcharting exercises.
- Current-state and future-state process analysis workshops.
- Root cause analysis and value stream mapping activities.
- Lean and Six Sigma improvement case studies.
- Process automation and KPI development discussions.
- End-to-end process analysis project simulation.

Beyond the Course

Upon completion, participants will be able to:

- Map and document complex business processes.
- Identify and eliminate inefficiencies in organizational workflows.
- Analyze root causes of process performance issues.
- Design and implement process improvements.
- Use KPIs to monitor process performance.
- Drive continuous process optimization within their organization.

A graphic of a chessboard with several chess pieces (king, queen, rook, knight, and pawns) in gold and silver. The text 'UK Training' is in a small font above the word 'PARTNER' in a large, bold, black font.

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