Process Excellence

27 September – 1 October 2027
Cape Town (South Africa)



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Ref: 328824_229093 **Date:** 27 September – 1 October 2027 **Location:** Cape Town (South Africa) **Fees:** 4200 GBP

Why This Course

In a world defined by speed, competition, and complexity, sustainable success depends on an organization's ability to continuously improve processes, eliminate inefficiencies, and align operations with strategic goals.

Process excellence is not only about improvement — it's about designing intelligent, data-driven processes that deliver predictability, quality, and value across all functions.

The Process Excellence program empowers participants with the tools, methodologies, and leadership frameworks to identify inefficiencies, redesign workflows, and drive transformation using Lean, Six Sigma, and Business Process Management BPM principles.

Participants will learn to build an organizational culture that promotes innovation, accountability, and continuous improvement across all levels.

What You'll Learn and Practice

By joining this program, you will:

- Understand the core principles and pillars of process excellence.
- Learn to map, analyze, and redesign business processes for efficiency and impact.
- Apply Lean and Six Sigma methodologies to eliminate waste and variation.
- Master the use of data and metrics for process performance measurement.
- Integrate BPM, automation, and digital tools for scalable process improvements.
- Build governance and leadership frameworks for continuous improvement.
- Develop a roadmap for enterprise-wide process excellence transformation.

The Program Flow

Day 1: Foundations of Process Excellence

- The evolution of process improvement — from efficiency to excellence.
- Core principles of Lean, Six Sigma, and Business Process Management BPM.
- Process maturity models and benchmarking frameworks.
- Linking process excellence to strategy, customer value, and innovation.
- Case study: How world-class organizations achieve process-driven transformation.



Day 2: Process Mapping and Analysis

- Process identification, mapping, and visualization techniques.
- SIPOC Suppliers, Inputs, Process, Outputs, Customers model.
- Value Stream Mapping VSM for identifying waste and bottlenecks.
- Process measurement — cycle time, throughput, and defect analysis.
- Workshop: Mapping and analyzing a core business process for optimization.

Day 3: Process Improvement and Optimization Tools

- Lean tools for waste elimination and flow improvement.
- Six Sigma DMAIC methodology for defect reduction and process control.
- Root cause analysis RCA and continuous problem-solving techniques.
- Standardization, error-proofing, and process stabilization.
- Simulation: Redesigning a business process using Lean Six Sigma principles.

Day 4: Digital Process Excellence and Performance Management

- Process automation, RPA Robotic Process Automation, and AI integration.
- Using data analytics and dashboards for performance monitoring.
- Process governance and ownership models.
- Continuous improvement frameworks Kaizen, PDCA, Agile.
- Group exercise: Developing a performance management and monitoring dashboard.

Day 5: Building a Culture of Excellence and Sustainability

- Leadership and change management in process transformation.
- Embedding process excellence into organizational culture.
- Aligning people, technology, and strategy for sustained improvement.
- Measuring ROI and long-term impact of process initiatives.
- Final project: Creating a Process Excellence transformation roadmap for your organization.

Individual Impact

- Gain mastery in process analysis, optimization, and performance improvement.
- Strengthen problem-solving, leadership, and analytical decision-making skills.
- Build confidence in driving operational efficiency and transformation projects.
- Learn to integrate technology and continuous improvement methodologies.
- Position yourself as a Process Excellence Leader capable of leading organization-wide change.



Work Impact

- Improve process efficiency, reliability, and agility across departments.
- Reduce waste, costs, and errors through data-driven optimization.
- Enhance productivity, service quality, and customer satisfaction.
- Build a high-performance culture grounded in continuous improvement.
- Drive strategic transformation through structured process management systems.

Training Methodology

This program blends conceptual depth, analytical rigor, and applied practice to ensure participants gain both strategic and hands-on expertise.

Learning methods include:

- Case studies from leading organizations in manufacturing, services, and finance.
- Process mapping and optimization workshops using real-world examples.
- Simulation exercises in Lean and Six Sigma methodologies.
- Group discussions on change leadership and innovation.
- Toolkits, dashboards, and performance templates for immediate workplace use.

Beyond the Course

Upon completion, participants will be equipped to design, manage, and lead process excellence initiatives that align operational performance with organizational strategy and customer value.

Graduates of this program will emerge as Process Excellence Professionals — innovators capable of driving measurable efficiency, quality, and transformation across the enterprise.

