

# LED

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## LED 01 - Improving Processes

### Prerequisites

LED-01

### Duration

3 days

### Course description

Finding process redesign ideas is often the hardest part of a process improvement project. Here the arts and science of BPM meet and creativity, sensitivity, economic judgement and many other skills are required. While there are many techniques for modelling a process and identifying its shortcomings, literature and current practice are short on actual approaches for generating process improvement ideas.

Improving Processes is a 3-day course delivering the understanding and the tools to improve processes in a logical and repeatable way. Take home cutting edge ideas, tools and techniques. Discover the 4-Dimensions Model of process improvement: Enhancement, Innovation, Derivation and Utilisation.

### The 4 Dimensions Model



### After this course you will understand

- the process of process improvement
- the 4-Dimensions process improvement model
- the nine facets of process improvement
- techniques for process selection
- the key issues in process improvement governance
- the Innovate-Enhance Evolution model
- an eight-stage model for process change management.

### You will learn how to

- make the critical leap from As Is to To Be
- discover ALL of the available process change ideas
- use innovative techniques to consistently
- discover process improvement ideas
- use standard process improvement patterns to discover viable process change ideas
- integrate leading edge theory with practical tools based on real world exercises
- use tools and techniques that can be applied immediately.

The Leonardo Education Curriculum has been carefully designed to develop all of the required capabilities for effective process-based management. There are 14 world class courses in our comprehensive BPM curriculum. They are delivered in Australia and New Zealand by experienced consultant practitioners.