

Process Improvement Workshop

Duration: One day

Maximum number of delegates: 20

Who is this course for?

Teams who want to improve a particular process – including staff directly involved in the end-to-end process.

Course content

The workshop will be interactive and include a number of tools designed to understand the process, areas of waste and opportunities for improvement. It includes:

- understanding of process improvement
- analysis of customer service issues and how to address them
- key tools and techniques used to analyse the chosen process
- mapping of current and future process
- key actions and next steps to make real improvements to the chosen process.

Benefits of attending

After attending this **Process Improvement Workshop**, participants will have:

- a collective team understanding of the end-to-end process
- a shared definition of waste in the process
- agreement on key customers and their needs and performance expectations
- agreed next steps to implement improvements to the process.



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