

TRAINING TITLE
PROCESS DESIGN AND MANAGEMENT

Training Duration
5 day

Training Venue and Dates

Ref. No. PE191	Process Design and Management	5	04-08 Aug. 2025	\$5,500	DUBAI, UAE
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In any of the 4 or 5-star hotels. The exact venue will be informed later.

Training Fees

- \$5,500 per participant for Public Training includes Materials/Handouts, tea/coffee breaks, refreshments & Lunch

Training Certificate

Define Management Consultants Certificate of course completion will be issued to all attendees.

TRAINING DESCRIPTION

The "Process Design and Management" course provides participants with the knowledge and skills to effectively design, manage, and improve business processes within an organization. It covers the principles of process management, modeling techniques, and tools for analyzing and optimizing processes to drive efficiency and achieve organizational goals. This course also focuses on best practices for continuous improvement, with an emphasis on alignment between process design and strategic objectives.

TRAINING OBJECTIVES

By the end of the course, participants will be able to understand

- To understand the fundamental concepts of process design and management.
- To learn how to model and map business processes for effective management and improvement.
- To apply tools and techniques for analyzing, optimizing, and improving processes.
- To align process design with business strategy and objectives.
- To develop the ability to manage process improvement initiatives within an organization.
- To understand the role of stakeholders in process design and the need for effective communication.

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WHO SHOULD ATTEND?

- Process Managers
- Operations Managers
- Business Analysts
- Quality Managers
- Project Managers
- Process Improvement Teams
- Individuals involved in process design, optimization, or management

TRAINING METHODOLOGY

A highly interactive combination of lectures and discussion sessions will be managed to maximize the amount and quality of information and knowledge transfer. The sessions will start by raising the most relevant questions and motivating everybody to find the right answers. You will also be encouraged to raise your own questions and to share in the development of the right answers using your own analysis and experiences. Tests of multiple-choice type will be made available on daily basis to examine the effectiveness of delivering the course.

Very useful Course Materials will be given.

- 30% Lectures
- 30% Workshops and work presentation
- 20% Group Work & Practical Exercises
- 20% Videos & General Discussions

COURSE PROGRAM:

Day 1: Introduction to Process Design and Management

- Overview of Process Design and Management
- Key concepts: Processes, Stakeholders, and Business Strategy
- Process lifecycle: Design, Execution, Monitoring, and Improvement
- Importance of process management in achieving business goals

Day 2: Process Mapping and Modeling

- Introduction to process mapping and process flow diagrams (PFDs)
- Key process modeling techniques (e.g., BPMN, SIPOC)
- Identifying process inputs, outputs, and resources

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- Creating process maps and identifying inefficiencies

Day 3: Analyzing and Optimizing Processes

- Tools and techniques for process analysis (e.g., Root Cause Analysis, Pareto Analysis)
- Identifying bottlenecks, redundancies, and waste
- Process performance metrics: Efficiency, quality, and cost
- Techniques for process optimization (e.g., Lean, Six Sigma)

Day 4: Process Improvement Strategies

- Introduction to continuous improvement methodologies (e.g., Kaizen, PDCA)
- Implementing change management in process redesign
- Aligning process improvements with organizational goals
- Measuring and monitoring improvements

Day 5: Managing and Monitoring Processes

- Establishing process performance indicators (KPIs)
- Process monitoring and control techniques
- Managing process changes and maintaining improvements
- Using technology and automation in process management

NOTE:

Pre- & Post Tests will be conducted.

Case Studies, Group Exercises, Group Discussions, Last Day reviews, and assessments will be carried out.

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