

2-DAY PRACTICAL COURSE

Business Process Improvement

Unlock one of the fastest ways to drive measurable results in any organization

DEFINE • SCOPE • MODEL • ANALYZE • DESIGN • SUSTAIN

This course equips you with practical tools to define problems, scope processes, and uncover root causes of inefficiency. Learn to model current workflows, analyze performance, and design improved processes that deliver measurable value. Gain hands-on techniques to implement, monitor, and sustain improvements for long-term success. Ideal for professionals seeking impactful, real-world results.

“Business Process Improvement is not a one-time redesign. It is a disciplined way of seeing how work actually happens — and a repeatable path to making it better.”

2 Days	7 Modules	Hands-On
Live, practitioner-led	Problem to sustained results	Case-based workshops

Professional skills, made practical.

Course at a glance

Element	Details
Duration	2 days
Focus	Business Process Improvement — from problem definition to sustained results
Approach	Concepts + guided workshops + hands-on process improvement exercises
Core outcome	Define, model, analyze and redesign a process — and know how to make the improvement stick
Key perspectives	Problem → Scope → Model → Analyze → Design → Implement & Sustain
Delivery	Live online • Classroom • Corporate / team workshop
Audience	Business analysts, process owners, operations and continuous-improvement professionals, project/product professionals and practitioners driving efficiency initiatives

Why learn Business Process Improvement?

Organizations often sense that a process is slow, error-prone or costly — but struggle to define the problem clearly, see where the inefficiency actually lives, and design a fix that sticks. Business Process Improvement gives teams a structured, repeatable path from "something is wrong" to a measurably better process.

THE PRACTICAL VALUE

A clear BPI framework turns vague frustration ("this process is broken") into a defined problem, a modeled current state, a root cause, and a redesigned process that delivers measurable value — and stays improved.

What you will learn

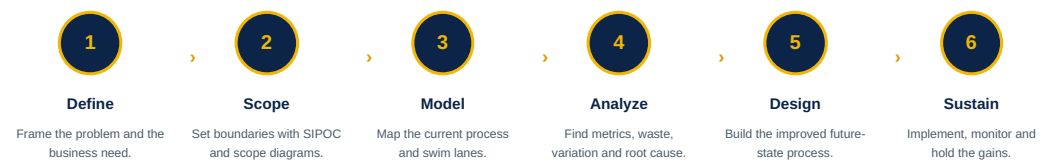
- ✓ Why most process improvement efforts fail — and how a simple BPI framework avoids the common traps.
- ✓ How to define a business problem clearly and write an effective business need statement.
- ✓ How to scope a current-state process using SIPOC diagrams, pre/post conditions and scope diagrams.
- ✓ How to model current workflows with process maps and swim lane diagrams.
- ✓ How to analyze process performance using metrics, variation analysis, waste identification and root cause analysis.
- ✓ How to design an improved future-state process using value, quality and time optimization principles.
- ✓ How to implement, monitor and sustain improvements using change management and continuous improvement practices.

Learning objectives

At the end of this course, participants will be able to:

You will be able to...	What this means in practice
Explain key BPI concepts, including process types and why improvement efforts succeed or fail.	Apply a simple, repeatable BPI framework instead of ad hoc fixes.
Define and structure business problems clearly.	Write effective problem and business need statements before jumping to solutions.
Scope and model current-state processes.	Use SIPOC, process maps and swim lane diagrams to make current work visible.
Analyze process performance.	Identify the right metrics, spot waste and variation, and find root causes — not symptoms.
Design improved processes.	Apply value, quality and time optimization principles to build a stronger future state.
Implement, monitor and sustain improvements.	Apply change management and continuous improvement practices so gains hold.

The learning journey



A DISCIPLINED APPROACH

The course follows a progressive path: define the problem, establish scope, model the current state, analyze what's really happening, design the future state, then implement and sustain the result. This prevents the common tendency to jump straight to a "fix" before the team agrees on what is actually broken.

DAY 1

From problem to current-state model

Module	Topics	Practical emphasis
1. Introduction to BPI	Define business processes; identify process types; why BPI matters; why most improvements fail; a simple BPI framework.	Ground the course in a shared framework before touching a single process.
2. Define the Problem	Define the problem before solving it; a consistent business problem structure; writing a strong business need statement.	Turn vague frustration into a clearly stated, actionable problem.
3. Scope the Current Process	Why scope matters; determining process scope; pre and post conditions; scope diagram overview; creating a SIPOC.	Set boundaries before mapping so the effort stays focused.
4. Model the Current Process	What is a process model; identifying key participants; preparing to model; basic modeling notation; modeling best practices; process maps; swim lane maps.	Make the current flow of work visible and shared across the team.

Day 1 practical workshop

- ✓ Select a representative business process or case study.
- ✓ Write a problem statement and a business need statement.
- ✓ Determine process scope, including pre and post conditions.
- ✓ Build a SIPOC for the selected process.
- ✓ Identify key participants and prepare to model the process.
- ✓ Create a process map and a swim lane diagram of the current state.

DAY 1 TAKEAWAY

Before analyzing anything, participants learn to answer: What problem are we actually solving? Where does the process start and end? Who is involved? And what does the current process really look like — not what people assume it looks like?

DAY 2

Analyze, redesign and sustain

Module	Topics	Practical emphasis
5. Analyze the Current State	Collect the data; define process metrics; identify what to measure; analyze data variation; data analysis techniques; identify waste; root cause analysis.	Move past symptoms to find what's really driving the inefficiency.
6. Design the Future Process	Design an effective process; apply creative thinking techniques; prioritize improvements; time, quality and value design principles.	Turn root-cause insight into a redesigned, measurably better process.
7. Implement & Sustain the Future State	A simple implementation lifecycle; plan for implementation and OCM; create a feedback strategy; monitor process performance; sustain improvements; build a continuous improvement mindset.	Make the improvement stick — long after the workshop ends.

Day 2 practical workshop

- ✓ Define metrics and analyze data variation for the selected process.
- ✓ Identify sources of waste and perform a root cause analysis.
- ✓ Apply creative thinking techniques to generate improvement options.
- ✓ Prioritize improvements and design the future-state process.
- ✓ Build an implementation and organizational change management (OCM) plan.
- ✓ Define a feedback strategy and a plan to monitor and sustain the gains.
- ✓ Present the redesigned process to the group and defend the design choices.

DAY 2 TAKEAWAY

The objective is not the most elegant redesign on paper. It is a future-state process that measurably improves value, quality or time — and a plan to make sure the improvement is still in place six months later.

Business Process Improvement toolkit

Model / technique	Primary purpose
Problem statement	Define the problem clearly before attempting to solve it.
Business need statement	State why the improvement matters and what it is meant to achieve.
SIPOC diagram	Frame suppliers, inputs, process, outputs and customers.
Scope diagram	Establish process boundaries and pre/post conditions.
Process map	Communicate the flow of activities and decisions in the current state.
Swim lane diagram	Make roles, responsibilities and hand-offs visible.
Process metrics	Measure current performance against what matters to the business.
Variation & data analysis	Distinguish normal variation from a genuine problem signal.
Waste identification	Surface non-value-added activity that can be removed.
Root cause analysis	Find the underlying cause of inefficiency, not just the symptom.
Value / quality / time principles	Guide the design of a genuinely improved future-state process.
Creative thinking & prioritization	Generate and rank improvement options before committing to one.
Implementation & OCM plan	Support adoption of the new process across the organization.
Feedback & monitoring plan	Track whether the future-state process is performing as designed.
Continuous improvement mindset	Sustain the gains and keep improving after the project ends.

DEFINE THE RIGHT PROBLEM — MODEL THE RIGHT PROCESS — DESIGN FOR VALUE, QUALITY AND TIME

Process improvement becomes measurable and repeatable when problem, scope, current state and root cause are all made explicit before a future-state design is proposed.

Who is this course for?

- ✓ Business Analysts who need to define, model and improve business processes.
- ✓ Process Analysts and Process Owners accountable for operational performance.
- ✓ Operations, continuous improvement and Lean / Six Sigma practitioners.
- ✓ Project and Product professionals who need to deliver measurable process outcomes.
- ✓ Team leads, consultants and transformation professionals leading efficiency initiatives.
- ✓ Professionals who facilitate workshops involving process stakeholders.

What participants take back to work

Capability	Workplace application
Problem framing	Define business problems and needs clearly before jumping to a solution.
Process scoping	Set clear boundaries using SIPOC and scope diagrams.
Process modeling	Visualize current-state workflows with process maps and swim lanes.
Performance analysis	Identify metrics, waste, variation and root causes with confidence.
Future-state design	Apply value, quality and time optimization principles to redesign work.
Implementation & sustainment	Apply change management and continuous improvement practices so results last.

Why Baseline Skills?

FROM KNOWING THE FRAMEWORK TO BEING ABLE TO IMPROVE THE WORK

- ✓ Practitioner-oriented learning rather than framework memorisation alone.
- ✓ A structured progression from problem definition to sustained improvement.
- ✓ Hands-on exercises and a running case study throughout the two days.
- ✓ Use cases that can be adapted for corporate teams and their own process environments.
- ✓ Focus on measurable value, quality and time outcomes — not just diagrams.

Course experience

Before the course	During the course	After the course
– Identify a process you know or want to improve. – Bring questions about problems you're facing. – For corporate delivery, select a representative process where appropriate.	– Instructor-led concepts and demonstrations. – Guided exercises and BPI workshops. – Peer review and discussion of design and improvement choices.	– Apply the BPI framework to workplace processes. – Use models and metrics to support improvement initiatives. – Build confidence leading process improvement end-to-end.

Frequently asked questions

Do I need prior process improvement experience?

No. The course builds the BPI approach progressively — starting with problem definition and scope before moving into modeling, analysis, design and sustainment.

Is this course only about drawing process maps?

No. Process modeling is one step in a larger framework that also covers problem definition, performance analysis, root cause analysis, future-state design and implementation.

Will I work on a real improvement plan during the course?

Yes. Practical work is built into both days, including a problem statement, current-state model, root cause analysis, future-state design and an implementation and sustainment plan.

Can the course be delivered for a corporate team?

Yes. It can be delivered as a corporate workshop, with exercises structured around a process selected for your team.

READY TO IMPROVE THE WAY WORK GETS DONE?

Explore Business Process Improvement with Baseline Skills — and turn everyday inefficiency into a defined problem, a better process, and a measurable result.

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