BaselineSkills

BUSINESS PROCESS IMPROVEMENT

2-DAY PRACTICAL COURSE

Learn it. Practice it. Apply it.

FROM PROCESS FRUSTRATION TO MEASURABLE IMPROVEMENT

Define the problem. Model the process. Sustain the result.

Unlock one of the fastest ways to drive measurable results in any organization. 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 habit of seeing how work happens — and making it measurably better."

Course at a Glance

Course	Business Process Improvement (BPI)
Duration	2 days
Delivery	Live Online • Classroom • Corporate / On-site
Learning approach	Instructor-led sessions • Case study • Individual and group exercises • Workshop-based practice

Why This Course?

A process can look fine on paper and still hide waste, variation, hand-off failures or a root cause no one has named. The real skill is knowing how to define the problem, make the current process visible, find what's really driving the inefficiency, and design and sustain something measurably better.

Three layers of learning

FRAMEWORK	Build your understanding of the BPI framework — problem, scope, model, analyze, design and sustain.
CAPABILITY	Practice defining, modeling, analyzing and redesigning a process through realistic scenarios and exercises.
APPLICATION	Apply the framework to a real workplace process you bring back after the course.

Module 1 — Introduction to Business Process Improvement (BPI)

Why some improvement efforts succeed — and most don't

You will learn

- Define business processes
- Identify types of processes in organizations
- Explain why BPI matters
- Understand why most process improvements fail
- Apply a simple BPI framework

Practical Application

Look at a process your organization has tried to improve before — successfully or not — and identify which stage of the BPI framework was skipped or rushed.

Workshop: Map the BPI framework against a real improvement attempt from your own organization.

> ***"Most process improvements fail before anyone touches a process — because no one agreed on the problem."***

Module 2 — Define the Problem

You can't fix what you haven't defined

You will learn

- Define the problem before solving it
- Learn a consistent business problem structure
- Write a strong business need statement

Practical Application

Start with a vague complaint such as 'this process takes too long.' Turn it into a structured problem statement and a business need statement that justifies the effort.

Workshop: Write a problem statement and a business need statement for a process you want to improve.

> ***"A clear problem statement is worth more than an early solution."***

Module 3 — Scope the Current Process

Set boundaries before you map anything

You will learn

- Explain why scope matters
- Determine process scope
- Define pre and post conditions
- Scope diagram overview
- Create a SIPOC

Practical Application

Apply SIPOC and a scope diagram to the process you defined in Module 2, and agree explicit pre- and post-conditions with your group.

Workshop: Build a SIPOC and a scope diagram for your selected process.

“An unscoped process is an unmanageable process.”

Module 4 — Model the Current Process

Make how work actually happens visible

You will learn

- What is a process model
- Identify key participants
- Prepare to model the process
- Understand basic modeling notation
- Apply modeling best practices
- Create a Process Map
- Create a Swim Lane Map

Practical Application

Model the current state of your selected process as a process map, then again as a swim lane map, and compare what each view reveals.

Workshop: Create a process map and a swim lane map for your selected process.

“You cannot improve a process you have never actually seen.”

Module 5 — Analyze the Current State

Move past symptoms to find the real cause

You will learn

- Collect the data
- Define process metrics
- Identify what to measure
- Analyze data variation
- Apply data analysis techniques
- Identify waste
- Perform root cause analysis

Practical Application

Take a performance complaint about your process and trace it back through metrics and variation analysis to a root cause rather than a symptom.

Workshop: Perform a root cause analysis on your selected process using the data you've collected.

“The first explanation for a problem is rarely the real one.”

Module 6 — Design the Future Process

Turn root-cause insight into a better process

You will learn

- Design an effective process
- Apply creative thinking techniques
- Prioritize improvements
- Apply time, quality, and value design principles

Practical Application

Generate at least three improvement options for your process, then prioritize them against time, quality and value criteria before selecting one design.

Workshop: Design a future-state process and defend your choices against the root causes found in Module 5.

"The best redesign solves the root cause — not just the visible complaint."

Module 7 — Implement and Sustain the Future State

An improvement that doesn't stick isn't an improvement

You will learn

- Learn a simple implementation lifecycle
- Plan for implementation and OCM
- Create a feedback strategy
- Monitor process performance
- Sustain improvements
- Build a continuous improvement mindset

Practical Application

Build an implementation and change management plan for your redesigned process, including how you'll monitor whether it's still working in six months.

Workshop: Draft an implementation, monitoring and sustainment plan for your future-state process.

"An improvement that isn't sustained was never really an improvement."

The BPI Framework

Each stage of the framework builds on the one before it, so the redesign in Module 6 answers a real, evidenced root cause rather than a guess.

DEFINE	Frame the problem and the business need.
SCOPE	Set boundaries with SIPOC and scope diagrams.
MODEL	Map the current process and swim lanes.
ANALYZE	Find metrics, waste, variation and root cause.
DESIGN	Build the improved future-state process.
SUSTAIN	Implement, monitor and hold the gains.

The End-to-End BPI Project

01 Define the business problem — Module 2

02 Scope the process — Module 3 (SIPOC)

03 Model the current state — Module 4 (Process Map / Swim Lane)

04 Collect data and metrics — Module 5

05 Identify waste and variation — Module 5

06 Perform root cause analysis — Module 5

07 Generate and prioritize improvement options — Module 6

08 Design the future-state process — Module 6

09 Build an implementation and OCM plan — Module 7

10 Define a monitoring and feedback strategy — Module 7

11 Sustain the improvement — Module 7

"A repeatable framework turns one good improvement into a habit."

What You Will Be Able to Do

- Explain key BPI concepts, including process types and why improvement efforts succeed or fail.
- Scope and model current-state processes using tools such as SIPOC, process maps and swim lane diagrams.
- Design improved processes using value, quality and time optimization principles.
- Define and structure business problems clearly, including writing effective problem and business need statements.
- Analyze process performance by identifying metrics, waste, variation and root causes.
- Implement, monitor and sustain process improvements, including applying change management and continuous improvement practices.

Who Should Attend?

- 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.

The course is also suitable for organizations looking to establish a common process-improvement language and practice across their teams.

Prerequisites

There are no prerequisites for this course. Participants benefit from having a real process in mind that they would like to improve, but no formal process-improvement background is required.

Course Format

Duration	2 days

Delivery **Learning**	Live Online • Classroom • Corporate / On-site Instructor-led sessions • Case study • Individual and group exercises • Workshop-based practice

Certificate of Completion

Business Process Improvement

The course is built around a practical BPI framework applied to a running case study throughout the two days.

HANDS-ON PRACTICE, NOT JUST THEORY

Baseline Skills issues a certificate of completion and badge at the end of the course. There is no external certifying body for this course; if you are working toward an external credential such as Lean Six Sigma, speak with us about how this course complements that path.

Why Learn with Baseline Skills?

- Practitioner-led training aligned to a practical, repeatable BPI framework.
- Hands-on exercises rather than theory alone.
- A running case study applied across both days.
- Real-world scenarios involving ambiguous problems, messy data and organizational change.
- Certificate of completion combined with workplace application.
- Learning from practitioners with industry and training experience.

"The real value of process improvement training is not the number of diagrams produced. It is the number of processes that are still improved a year later."

For Organizations — Build a Common Improvement Capability

A corporate Baseline Skills BPI program can combine the framework with organization-specific processes, realistic scenarios and team discussion.

- Common process-improvement vocabulary and framework
- Common metrics and root-cause practices
- Stronger cross-team process ownership
- Consistent approach to designing and prioritizing improvements
- Change management and sustainment discipline
- A shared case-study environment for learning and experimentation

"Don't just train people to spot problems. Train them to fix the right ones and make it stick."

What Comes Next?

Business Process Improvement provides a foundation for further specialization in process modeling, Lean / Six Sigma methods and change management, as well as broader Baseline Skills learning paths in Business Analysis, Systems Engineering and Project Management.

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.

DEFINE THE PROBLEM • MODEL THE PROCESS • SUSTAIN THE RESULT

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