

## ➤ Continual Business Improvement – Methodology and Tools *2 Days*



ASSESSING PERFORMANCE // IMPROVING QUALITY // CREATING CONFIDENCE

### ➤ Purpose

Define continual business improvement and systematically work through each stage of the PDCA cycle (Plan, Do, Check, Act). Develop the knowledge and skills necessary to utilise data analysis to support your continuous improvement initiatives.

### ➤ Course Outline

This course is designed to introduce and help participants currently involved in continual business improvement projects. Topics covered include:

- History & Philosophy of Continual Business Improvement
- Plan Do Check Act Process Improvement framework
- Process Analysis Tools and Techniques

### ➤ Learning Outcomes

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

- Define continual business improvement;
- Apply all four (4) phases of the PDCA Cycle to a project; and
- Utilise continual improvement tools at appropriate phases of a project.

### ➤ Who should attend?

Designed for those who wish to improve their work effectiveness through better management of process improvement. This course is particularly suited to organisations that are exploring continual improvement programmes and opportunities within their organisation. It can provide an organisational-wide overview regarding the concepts and principles. Tailoring of the course is possible to allow the use of case studies and activities relevant to your organisation.

### ➤ Prerequisites

Previous exposure to Quality Management and Continual Business Improvement activities is desirable.