

# Process Training: Concepts, Design and Implementation (ARTPRO, 1 jours)

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## Description

The course Concepts, Design and Implementation (Process Training) :: Processes are the cornerstone of effective management. They allow organizations to standardize operational and strategic activities and, in doing so, provide a baseline for continued development and improvement of the organization. Through the word process is frequently used in the modern world, many organizations fail to implement processes as the science intends. This session provides participants with a concrete and practical definition of process. This provides participants with a good foundation to implement repeatable, measurable and controllable processes in their organization.

## Tarifs

- Tarification: \$850/person
- Rabais de 10% lorsque vous inscrivez 3 personnes.

## Plan de cours

### The Process as a Core Structure

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Getting Excited about Processes

Processes in the Real World: Advantages and Disadvantages

What is and is not a Process

Primary Process Attributes

About the Separation of Process and People

About Roles and Responsibilities

Facilitating a Process Culture

Measuring and Monitoring Processes

About Change and Continual Service Improvement

### The Process as seen in the Real World

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The Complexity of Real World Processes

Understanding the Importance of Inputs, Triggers, Outputs and Outcomes

Understanding the Difference between a Process, an Activity and a Work Instruction

Designing the Process: Ensuring Focus on Outputs and Outcomes

Designing Process Interactions: Complex Processes

A Real World Example: Change Management in Practice