Introduction to Business Process Improvement (BPI)

Category: Project Management & Business Skills | **Vendor:** Various

Duration: 24.00 hours (3 days) **19.5 CPD Hours** **Rating:** ⭐ 4.6 (5,878 reviews)

Course Information

Delivery Format: Instructor Led - Online

Course Overview

Learn to leverage your current business strategy to drive improvement, develop tools, identify problem areas, measure performance, validate change, and create models of current and future processes in this Business Process Improvement (BPI) training course. Gain the skills you need to employ a step-by-step BPI framework in your organisation to maximise efficiency and productivity.

About This Course

Learn to leverage your current business strategy to drive improvement, develop tools, identify problem areas, measure performance, validate change, and create models of current and future processes in this Business Process Improvement (BPI) training course. Gain the skills you need to employ a step-by-step BPI framework in your organisation to maximise efficiency and productivity.

Prerequisites & Entry Requirements

General Prerequisites:

Experience at the level of:

- (!) , or
- BCS Foundation Certificate in Business Analysis

Learning Outcomes

Upon successful completion of this course, participants will be able to:

- Apply a BPI framework in your organisation
- Identify processes in need of improvement
- Create and implement stakeholder engagement and buy-in
- Measure improvements using Key Performance Indicators (KPIs) linked to your business drivers

Detailed Course Outline

Building the Business Process Improvement (BPI) Framework

Defining BPI

- Business process improvement vs. re-engineering
- Driving innovation with BPI
- Benchmarking your personal BPI skills

Uncovering BPI challenges

- The evolution of process improvement
- Defining a business process with the Business Process Improvement Framework (BPIF)

Evaluating the Organisation

Analysing the organisational mission and vision

- Pinpointing influences on the business

- MOST

- Five forces

- PESTLE

- SWOT

Developing a communication plan

- Identifying key stakeholders needs

- Defining the phases of communication

Outlining the Current Process

Creating a Process Inventory

- Defining different documentation methods

- Determining Business Rules

- Applying process prioritisation techniques

Enhancing your modelling skills

- Evaluating modelling techniques and key principles

- Modelling a cross-functional activity diagram

Designing appropriate measurements

- Linking business drivers to measurements

- Identifying Key Performance Indicators (KPIs)

Analysing and Improving the Process

Relating process measures to business drivers

- Analysing process performance
- Recognising the causes of poor process performance
- Time
- Cost
- Quality
- Satisfaction

Leveraging problem analysis criteria

- People
- Technology
- Business rules
- Materials
- Investigating root cause using problem mapping tools
- Relating root cause analysis to a business process

Modelling the "To-Be" Solution

Designing appropriate success criteria

- Optimising vs. enhancing your business process
- Focusing on customer needs
- Determining value and uniqueness

- Dissecting the "To-Be" process

Assessing process performance

- Deriving KPIs from business drivers
- Developing a KPI dashboard
- Creating an assessment plan for your own process

Managing and Implementing Change

Maximising stakeholder buy-in

- Targeting key stakeholders
- Identifying stakeholder communication styles
- Differentiating approach based on project phase

Driving change in organisations

- Determining barriers to change
- Identifying positive and negative forces for change
- Developing and applying a force field analysis approach

Facilitating acceptance in your organisation

- Determining organisational necessities
- Communicating the innovation effectively
- Preparing the implementation plan

Integrating BPI into Your Organisation

Implementing continuous improvement

- Recognising the history of continuous improvement
- Shadow pyramid
- Six Sigma
- TQM
- Deploying SCARF to empower stakeholders

Creating a Business Process Improvement Center (BPIC)

- Leveraging the BPIC to support stakeholders, business strategy and knowledge capture
- Applying the BPI framework using the BPIC
- Promoting a structured approach to BPI

Focusing on feedback and measurement

- Appraising BPI processes in organisations
- Prioritising changes using the Ease/Impact matrix
- Detailing the BPI implementation plan

Skills You Will Learn:

- Apply a BPI framework in your organisation
- Identify processes in need of improvement
- Create and implement stakeholder engagement and buy-in
- Measure improvements using Key Performance Indicators (KPIs) linked to your business drivers

Frequently Asked Questions

Q: What delivery options are available for Introduction to Business Process Improvement (BPI)?

We offer multiple delivery formats:

- Live Instructor-Led Classroom Online (Virtual/Live Online)
- Traditional Instructor-Led Classroom Training (ILT)
- On-site delivery at your offices anywhere in United Kingdom
- Private dedicated courses customized for your team

Q: How many CPD hours does this course provide?

The 3-day Introduction to Business Process Improvement (BPI) course provides up to 19.5 CPD hours of structured learning. CPD certificates can be provided upon request.

Q: What is the duration of the Introduction to Business Process Improvement (BPI) training?

The training takes place over 3 day(s), with each day lasting approximately 24.00 hours including breaks for lunch and refreshments.

Q: Do you provide corporate training for Introduction to Business Process Improvement (BPI)?

Yes, we provide corporate training, dedicated training, and closed classes for Introduction to Business Process Improvement (BPI). Training can take place anywhere in United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online allowing teams from across United Kingdom or internationally to attend.

Q: What related terms do people search for?

Popular related searches include: Introduction to Business Process Improvement (BPI), Business Analysis, BPI

Q: Why choose Nexus Human for Introduction to Business Process Improvement (BPI)?

Nexus Human is recognized as one of the leading training providers. Our trainers have won multiple awards including:

- Small Firms Best Trainer Award
- National Training Partner of the Year (Ireland) - Multiple Years
- Global Top 30 Instructor Awards (2012, 2019, 2021)
- Tech Excellence Award Nominations
- Learning Performance Institute (LPI) External Training Provider Sponsor 2024

Q: Are there any discount codes available?

Yes! Use discount code **PENPAL5** when booking your Introduction to Business Process Improvement (BPI) training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.

Nexus Human

Professional Training & Development

Email: info@nexushuman.com

Website: www.nexushuman.com

Phone: +353 1 889 8700 (Ireland) | +44 20 8142 8961 (UK)

© 2026 Nexus Human. All rights reserved. This brochure was generated on 13/11/2026.