

Victory Performance Consulting

Helping good people change the world.



ACHIEVING PROCESS EXCELLENCE

Keeping the Waterways of Your Business Flowing

Everything we do in our lives is composed of processes, be they simple or complex, for large organizations or small--even our daily personal activities. Business organizations can be viewed as a collection of processes--the fabric that holds technology, people, and ideas together in a strategy, connecting products and services with lives and needs. Through group discussions, activities, and other real-world applications, this program will equip you with a step-by-step process for assessing the effectiveness and efficiency of your business processes. Want to learn how to build, analyze, and improve processes and achieve process excellence? Book this program.

Learning Objectives:

- Perform initial process assessment and problem diagnosis
- Apply effective process mapping techniques to depict a business operation
- Explain the types and importance of process metrics
- List the 4 characteristics of an effective process
- Apply various process improvement strategies and techniques

Fields of Study:

- Personal/Professional Development
- Business Management & Organization/Human Resources

Competencies:

- Analytical Problem Solving
- Process Improvement