



London TDM

# Quality and Productivity Improvement Training Courses

**Course Venue:** Malaysia - Kuala Lumpur

**Course Date:** From 02 November 2025 To 06 November 2025

**Course Place:** Royale Chulan Hotel

**Course Fees:** 6,000 USD

## Introduction

In today's fast-paced business environment, organizations must continuously evaluate and improve their processes to remain competitive. The "Process Reengineering and Redesign" course is designed to equip professionals with the knowledge and skills to analyze and transform business processes for enhanced efficiency and effectiveness. This five-day program will provide participants with the tools and methodologies needed to lead successful process reengineering initiatives.

- Understand the fundamentals of process reengineering and redesign.
- Identify and analyze existing business processes.
- Learn techniques to redesign processes for optimal performance.
- Develop strategies to manage and implement process changes.
- Evaluate the impact and measure the success of reengineered processes.

## Course Outlines

### Day 1: Introduction to Process Reengineering

- Overview of process reengineering concepts and history.
- Key drivers for process reengineering.
- Aligning reengineering efforts with organizational goals.
- Challenges and pitfalls in process redesign.
- Case studies of successful reengineering initiatives.

### Day 2: Analyzing Existing Processes

- Introduction to process mapping and flowcharting techniques.
- Identifying bottlenecks and inefficiencies.
- Tools and techniques for process analysis.
- Gathering and interpreting process-related data.
- Workshop: Analyzing a real-world business process.

### Day 3: Designing the Future State

- Principles of effective process design.
- Leveraging technology in process redesign.
- Brainstorming and ideation techniques for creative solutions.
- Prototyping and modeling redesigned processes.
- Workshop: Designing a future-state process.

### Day 4: Managing Change and Implementation

- Strategies for successful change management.
- Engaging stakeholders and building consensus.
- Developing a process implementation plan.
- Risk management in process reengineering.
- Workshop: Creating a change management plan.

### Day 5: Measuring Success and Continuous Improvement

- Defining metrics for process performance evaluation.
- Tools for monitoring and maintaining process improvements.
- Integrating feedback mechanisms for continuous improvement.
- Celebrating successes and learning from failures.
- Developing a culture of continuous process improvement.