SigmaWay
Quality in every step

BUSINESS PROCESS MANAGEMENT

Operational Excellence Workshop

A three-day programme that gives operations and shared-services teams a complete toolkit: transitioning processes smoothly, managing them to clear performance standards, and using analytics to plan capacity and cross-training.

DURATION	FORMAT	MODULES	EXERCISES
3 days	On-site workshop	3	On your processes

Who should attend

- Operations, shared-services and BPM leaders
- Transition and process managers
- Team leads responsible for SLAs and KPIs
- Workforce planning and continuous-improvement teams

What you will be able to do

- Plan and run a process transition with SOPs, SLAs and risk controls
- Map processes and set CTQs, operational definitions and KPIs
- Build data collection plans and measure capability and yield
- Find waste and root causes with value analysis and VSM
- Plan capacity, staffing and cross-training with data

Built on your processes

Exercises such as SIPOC, process maps, FMEA and value stream maps use participants' own processes, so teams leave with working drafts.

Certification

Certificates are awarded on training completion plus assessment.

DELIVERED FOR LEADING PLAYERS IN

Insurance & risk services · Banking & financial services · HR & payroll outsourcing · Healthcare services

ENQUIRIES

Plan an Operational Excellence workshop for your team

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THREE MODULES

1

Process transitions

Move processes to a new team or site with SOPs, SLAs, staffing plans, risk controls and change management.

2

BPMS operational excellence framework

Document processes, set standards and KPIs, measure, remove waste and set a governance rhythm.

3

Advanced workforce analytics

Capacity analysis and cross-training plans to build resilient, flexible teams.

WHAT THE PROGRAMME COVERS

Tools & concepts

Transitions & process documentation

Transition charter · SOPs · Process maps · Service level agreements · Process capability · IT landscape

Stakeholders, staffing & change

Stakeholder analysis · ARMI · RACI · Staffing plan · Recruitment strategy · Change curve · DICE model

Risk, control & stabilisation

Risk rating · FMEA · Process control plan · Control charts · 5S · Mistake-proofing

Process definition & performance

Functional area overview · SIPOC · Voice of the customer · CTQs · Operational definitions · Performance standards · KPIs

Measurement & analysis

Data collection plan · Attribute MSA · Takt & cycle time · Yield & RTY · Pareto · Histogram · Scatter · Benchmarking · Dashboards

Value, root cause & workforce analytics

5 Whys · Fishbone · Affinity & interrelationship digraph · 8 wastes · Value stream mapping · Governance rhythm · Capacity analysis · Cross-training matrix

AI-ENABLED

New tools you will use

AI is built into each module where it saves the most effort, always with the team checking the output.

GenAI drafts of SOPs from knowledge transfer · AI-suggested FMEA risks · Process mining for as-is maps · AI theming of VOC into CTQs · KPI anomaly alerts · ML demand forecasts for capacity · Staffing scenarios with Copilot in Excel

Run an Operational Excellence workshop for your team

Tell us about your operations, teams and goals. Prices on request.

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Request a quote

www.gosigmaway.com/our-services/training