informatech



LEADERSHIP AND MANAGEMENT | LM-021

Business Process Design for Strategic Management

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Course content

Why Attend

Why Attend Organizations need flexible and efficient processes that support strategy, innovation, and rapid response to change. Traditional work designs often create delays, silos, and limited accountability. Modern process design focuses on agility, problem-solving, and people-centered execution. This course provides participants with practical tools to redesign business processes, solve operational problems systematically, and build visual systems that improve performance.

Course Methodology This course uses an interactive and practical approach through presentations, case studies, workshops, group discussions, practical modelling exercises, problem-solving activities, and real workplace examples.

Course Objectives

- Understand modern principles of strategic process design
- Apply dynamic work design methods in agile environments
- Develop clear problem statements for improvement initiatives
- Use structured problem-solving techniques effectively
- Design human-centered workflows and operating models
- Apply visual management tools to improve execution
- Increase alignment between operations and strategy
- Build sustainable continuous improvement practices

Target Audience

- Operations Managers
- Business Analysts
- Process Improvement Professionals
- Strategy Managers



Course content

Target Audience

- Project Managers
- Quality Professionals
- Anyone responsible for organizational efficiency and redesign

Target Competencies

- Process Design
- Strategic Thinking
- Problem Solving
- Continuous Improvement
- Visual Management
- Change Management
- Team Collaboration
- Operational Excellence

Course outline

Day 1: Dynamic Work Design for Modern Organisations

- Meaning of dynamic work design and its business value
- Why organizations need agile and adaptive work systems
- Aligning activities with strategic intent
- Connecting teams through triggers, controls, and accountability
- Structuring work for creativity and problem-solving
- Managing challenge levels for high performance
- Group discussion: benefits and barriers of dynamic work design



Course content

Course outline

Day 2: Developing Effective Problem Statements

- Why problem statements are critical for strategic decisions
- Elements of strong problem statements
- Defining impact, scope, and measurable gaps
- Writing neutral and evidence-based statements
- Step-by-step method for building clear problem definitions
- Examples from successful organizations
- Activity: Create a problem statement for a process issue

Day 3: Structured Problem Solving for Process Improvement

- Role of structured problem solving in work design
- Defining problems and generating solutions
- Evaluating options and selecting best actions
- Implementation planning and monitoring progress
- Building formal problem-solving documentation
- Root cause tools: Pareto, 5 Whys, Fishbone, Scatter Plot
- Introduction to FMEA and Fault Tree Analysis
- Group exercise: Solve a selected business problem

Day 4: Human-Centred Work Design

- Designing work around people and performance needs
- Principles of employee-focused process design
- Customising workflows for different teams and environments
- Balancing efficiency, wellbeing, and engagement



Course content

Course outline

• Case study: successful human-centred redesign

• Activity: Propose improvements using dynamic design principles

Day 5: Visual Management for Strategic Execution

• Importance of visual management in process control

• Kanban boards and workflow visibility tools

• Andon systems for alerts and response

• Visual boards, dashboards, and information displays

• Best practices for effective visual communication

• Activity: Design a visual management board

• Final presentations and key learning summary



Seminar dates

Available seminar dates

Live dates and pricing for Business Process Design for Strategic Management generated from the course details page.

Date	Location	Format	Fee
7 - 11 December 2026	Amsterdam - Netherlands	Classroom	**€3,360.-**
14 - 18 December 2026	London - U.K	Classroom	**€3,400.-**
21 - 25 December 2026	Istanbul - Turkey	Classroom	**€3,080.-**
4 - 8 January 2027	Amsterdam - Netherlands	Classroom	**€3,400.-**
1 - 5 February 2027	Frankfurt - Germany	Classroom	**€2,600.-**
1 - 5 March 2027	Istanbul - Turkey	Classroom	**€2,280.-**
5 - 9 April 2027	London - U.K	Classroom	**€3,360.-**
3 - 7 May 2027	Amsterdam - Netherlands	Classroom	**€3,400.-**
7 - 11 June 2027	London - U.K	Classroom	**€3,360.-**
5 - 9 July 2027	Barcelona - Spain	Classroom	**€3,080.-**
2 - 6 August 2027	London - U.K	Classroom	**€3,360.-**
6 - 10 September 2027	Barcelona - Spain	Classroom	**€3,080.-**
4 - 8 October 2027	Frankfurt - Germany	Classroom	**€2,600.-**
1 - 5 November 2027	Kuala lumpur - Malaysia	Classroom	**€1,800.-**
6 - 10 December 2027	London - U.K	Classroom	**€3,360.-**

Live online option	Online delivery is available at €1,850.-.