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 |
|---|---|---|---|
| 16 - 20 November 2026 | Munich - Germany | Classroom | **€3,400.-** |
| 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.-** |