

Course Title: Leading Business Process Excellence (PR304)

Level: Professional

Duration: 40 hours (indicative), approximately 10 weeks

Delivery method: Supported distance learning

Assessment: 2.5 hour multi-choice examination (case-study based)

Recommended Prior Knowledge: Managing Change and Continual Improvement (PT204) and Managing Process Performance (PT202)

Mandatory Prior Knowledge: None

Overview

This course develops leadership skills to apply system thinking within the context of an overall enterprise or organisation, and coach and facilitate top management teams in the development of their understanding and deployment of system leadership and the roles required.

Who is it for?

This course is designed for those who are currently practicing quality and are in, or aspire to leadership or senior management roles.

Indicative course content

- Leadership of the management system as a system and systems thinking:
 - Principles of holistic thinking and mind-set for PDCA
 - Systems thinking
 - Mapping organisations as systems
 - Supply chains
 - Understanding the context of the organisation (external influences)
- Leading process management within organisations modelled on system thinking:
 - The roles of the system leader, process owner, process manager and process operator
 - Process deployment, measurement and continual improvement
 - Overview of strategy deployment (Hoshin Kanri) and prioritisation processes
 - Linking strategy and improvement programmes
- Approaches to enable definition of organisations as systems (soft skills):
 - Facilitation of system mapping workshops
 - Identification of process owners
 - Coaching methodologies
 - Influencing and building rapport with top management team members
- Managing cross-function and multi-site standardisation:
 - Overview of standardisation in process deployment
 - Roles of the process owner and process manager in standardisation
 - Approaches to lead and manage global and local standardisation
- System and process review with global/local levels:
 - A process for reviews of the system, process and continual improvement
 - Typical agendas and preparation
 - Collecting data for review (Voice of the Customer and other external data and internal performance data)
 - Diagnostics for reviews (risk and opportunity assessment, business modelling and financial impact assessment)
 - Interaction of local and global reviews

- Facilitation techniques for reviews

Delivery method

Supported distance learning. A Tutor will be assigned who will provide support and guidance throughout the course. All course materials are accessible via our web-based learning system.

Course fee

The course fee is inclusive of tutorial support, learning and assessment materials, an account for our learning system, examination and certification.

- £545 +VAT per learner

Examinations

- Examinations are online and can be arranged to be taken in your workplace where invigilation is agreed and provided by your employer.
- Additional fees will apply if you wish to undertake the examination in a paper-based format.
- If you wish to sit the examination at an examination centre (please refer to 'exam information' on <http://www.roveconsultancy.co.uk/cqi-quality-management/> for details of examination centres that support external students. Please note examination centres will charge a fee for this service. Details should be obtained directly from the representatives of these organisations.
- Please note that a fee of £65 +VAT is applicable should a re-sit be required.

How to enrol

We don't have set enrolment periods for this course so you are able to enrol at any time. Please complete the contact us box below, email info@roveconsultancy.co.uk or call 0191-6600355 and we'll get back to you.