



Process-Centric Business Transformation

Budget pressures, technology changes, customer expectations, and even the government productivity agenda are all driving the need for large-scale business transformation in organisations. A process-centric approach offers improvements in efficiency, effectiveness, and productivity. Using organisational evidence, this masterclass will provide executives with practical tools and techniques to take a process-centric approach to business transformation.

Recommended audience

This masterclass is designed for executives who have organisational responsibilities for leading, managing or coping with major organisational changes who want to improve the effectiveness of that business transformation.

Key benefits

By the end of this masterclass, participants will be able to:

- Analyse the drivers for business transformation
- Describe the outcomes and success criteria for business transformation
- Evaluate structured improvement techniques such as Lean and Lean Six Sigma
- Appreciate and apply the challenges of successfully implementing transformational change
- Apply process-centric tools and techniques to achieve business transformation

Topics to be covered

- Definitions of business transformation and process improvement
- Principles of Lean and Lean Six Sigma
- Linkages to the work of Maister, Kotter, and Porter
- Process-based approaches
- The challenges of implementation
- Measuring progress
- The role of external resources

Length of session

One half-day of combined short interactive lectures and group discussions

