



Continuous Innovation & Process Improvement

An **informatech** Training Course
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Why Choose this Training Course?

To compete in a globalised world requires leaders and managers to constantly seek to meet their existing and future customers' needs and wants. The question "why me?" needs to be answered clearly. This requires innovation in products and services, as well as efficiency improvements and possibly new business models. The ideas behind continuous improvement were developed post-war in Japan and then imported into the US and Europe. Since then, new approaches, such as Lean and Six Sigma, have been introduced using statistical process control methods. In this training course, we explore different types of innovation as well as process improvement methods. Join us to gain exposure to ideas and techniques to enhance your existing and future business.

This training course will feature:

- How to deliver different types of innovation
- Principles and techniques of continuous improvement
- Leadership skills needed to support a culture of innovation
- Identifying drivers for change and innovation
- Skills and methods for delivering improvement

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

- Understand and apply continuous improvement methods and techniques
- Analyse problems and carry out improvements
- Identify need for innovation and select approach
- Set goals for improvement projects
- Incorporate evaluation and measurement into improvement plans

Who is this Training Course for?

Executives, entrepreneurs, and managers who must lead innovation and deliver process improvements in a highly demanding, competitive environment are encouraged to attend this training course.

This training course is suitable to a wide range of professionals but will greatly benefit:

- Line and functional Managers, Team Leaders and Supervisors in organisations of all sizes
- Professionals responsible for strategy, marketing, business development, operations, HR, product development and other functional departments
- Project and programme management professionals
- Managers, team leaders and supervisors seeking improvements in efficiency and effectiveness of their business or unit
- Managers striving for improved quality in product



Day One: Introduction to Continuous Innovation and Process Improvement

How change and learning occur
Competitive advantages of innovating and delivering continuous improvements
Performance improvement vs Innovation
Encouraging creativity to deliver innovation
Drivers of change
Benefits of a systematic approach

Day Two: Problem Solving and Improvement

Problem identification: simple and complex
Distinguishing between incremental and radical change
Process mapping – the value chain
Creative techniques for generating ideas
Brainstorming for problems or solutions

Day Three: Planning for Change and Improvement

Goal setting and prioritisation
Fail Fast, Agile and experimental approaches
Planning improvements
Organisational structures: overcoming barriers
Structure vs. trial and error
Constructing roadmaps

Day Four: Evaluating Progress, Decision-making

Review structure and process
Performance metrics and measures
Evaluating and comparing results
Reporting
Evaluating success and failure
Lessons Learned

Day Five: Managing Risks, Incorporating Improvements

Identifying risks and taking action
How to manage unexpected events and obstacles
Dealing with success and failure
Operationalising new processes and cultures
Leading by example
Engaging, motivating and managing employees through constant change

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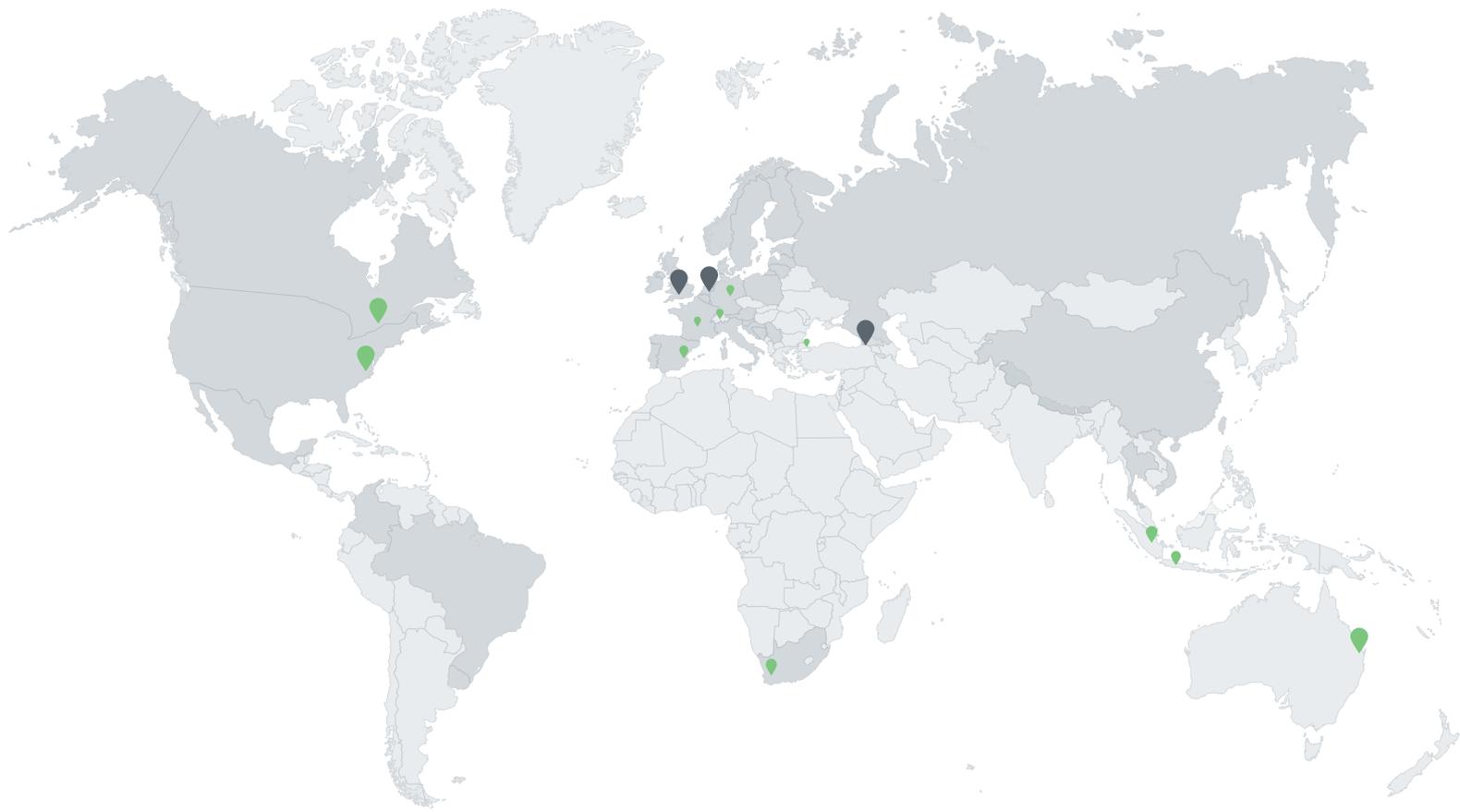
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informatech is a global leadership consultancy that aligns people, purpose & strategy - driving socially responsible transformation in global organisations. Our international network includes 215 partners, consultants, and coaches in 24 countries throughout Europe, North America, Latin America, Asia, and Africa. We transform leaders, align teams and create resolve and passion to win. Typical interventions are to accelerate performance, execute strategy and embed capability and change.



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