



Continuous Innovation & Process Improvement

Innovating through Radical and Incremental Change

► Upcoming Sessions

22-26 Jul 2024	Online	\$3,950
21-25 Oct 2024	Online	\$3,950
02-06 Jun 2025	Online	\$3,950
20-24 Oct 2025	Online	\$3,950

► Training Details

Online Training Course Overview

Innovation. It's a coveted asset, a necessity, and a skill we claim to possess. Yet, the reality often falls short. In today's competitive business landscape, executives and leaders must continually seek fresh approaches to business operations, process improvement, product and service innovation, and organizational problem-solving.

This training course aims to cultivate leadership abilities in fostering deliberate and proactive innovation across all domains. While product and client-service innovation are pivotal, we also delve into enhancements in internal production and processes.

Online Training Course Objectives

By attending this Anderson online training course, delegates will be able to:

- Appreciate continuous improvement and innovation
- Learn skills, knowledge and attitudes to plan, organize, conduct, control, and evaluate planned, deliberate change based on continuous process and product improvements
- Learn skills to search for changes in the external and internal business environments with a view to finding opportunities for performance improvement or innovation
- Understand and apply the full process of continuous improvement and innovation
- Appreciate leadership, focus, learning, trial and error, and adjustment

Designed for

This Anderson online training course is suitable for:

- Line and functional managers, professionals responsible for strategy, marketing, business development, operations, HR, product development, and other functional departments within businesses and other organisations
- Intermediate and advanced level managers, team leaders and supervisors within all sectors, private and public, profit and not-for-profit

► Training Details

Day One: Continuous Improvement

- ▶ Background to the Quality movement
- ▶ Process Evolution (continuous) or Revolution (step change) Improvement
- ▶ Strategic choices: Meeting the Customers' Needs
- ▶ Sources of change in the external and internal environments
- ▶ Innovation from Creative Destruction
- ▶ Why organisations fail

Day Two: Identify and Solve Problems

- ▶ Managing different types of change
- ▶ Problem-solving vs. performance-improvement vs. innovation
- ▶ The problem solving cycle
- ▶ Problem identification techniques: 5 Why's, Root Cause analysis
- ▶ Questioning techniques: solving the right problem
- ▶ Problem solving techniques: SSM, CATWOE, Mind maps, brainstorming

Day Three: Delivering Change and Improvement

- ▶ Maintaining focus on objectives and outcomes
- ▶ Aligning business processes to deliverables
- ▶ Process mapping and business process management
- ▶ Cost of poor quality: Value chain analysis
- ▶ Roles in change & improvement initiatives
- ▶ Fail fast: conducting test/pilot projects

Day Four: Creating a Culture Supporting Innovation

- ▶ Governance structures to deliver improvement
- ▶ Performance metrics and measurement
- ▶ Evaluating and comparing results
- ▶ Creative methods: lateral thinking, Delphi
- ▶ Coaching techniques: Lean Six Sigma, Kaizen, TQM
- ▶ Juran's spiral of progress: monitor, review, report, adapt

Day Five: Leadership Attributes for Innovation & Improvement

- ▶ Go/no go and resource decisions
- ▶ Dealing with the unexpected and obstacles
- ▶ Setting the example and leading the charge
- ▶ How change and learning occur
- ▶ Motivation and morale in a world of constant and never-ending change
- ▶ Overcoming resistance to change - why innovating is hard

► Preview

10:30 - 11:00	:	Welcome, Setup, Registration
11:00 - 12:30	:	First Session
12:30 - 12:45	:	Break (15 minutes)
12:45 - 14:15	:	Second Session
14:15 - 14:30	:	Break (15 minutes)
14:30 - 16:00	:	Third Session

► The Certificate

An Anderson e-Certificate will be provided to delegates who attend and complete the online training course

▶ INFO & IN-HOUSE SOLUTION

For more information about this course, call or email us at:

Call us: +971 4 365 8363

Email: info@anderson.ae

Request for a Tailor-made training and educational experience for your organization now:

Email: inhouse@anderson.ae

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