



## Continuous Innovation & Process Improvement

Innovating through Radical and Incremental Change

### ► Upcoming Sessions

13-17 May 2024	Online	\$3,950
22-26 Jul 2024	Online	\$3,950
21-25 Oct 2024	Online	\$3,950

### ► Training Details

#### Online Training Course Overview

Innovation. We want it, need it, and claim to practise it. The reality is often different though. Executives and other business leaders must be constantly on the lookout for new ways of doing business, improving processes, innovating products and services, and creating novel organisational solutions. It is needed in an increasingly competitive business environment. A key goal of this training course is to develop the ability to lead others in the steps of deliberate and pro-active innovation in all areas. But we don't just cover product or client-service innovation; we also look at all types of internal production and internal 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
<b>11:00 - 12:30</b>	:	<b>First Session</b>
12:30 - 12:45	:	Break (15 minutes)
<b>12:45 - 14:15</b>	:	<b>Second Session</b>
14:15 - 14:30	:	Break (15 minutes)
<b>14:30 - 16:00</b>	:	<b>Third Session</b>

### ▶ 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](mailto:info@anderson.ae)

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

Email: [inhouse@anderson.ae](mailto:inhouse@anderson.ae)

**Anderson**  
Executive Development Centre

P.O Box 74589, Dubai, United Arab Emirates

**Web:** [www.anderson.ae](http://www.anderson.ae)

**Email:** [info@anderson.ae](mailto:info@anderson.ae)

**Phone:** +971 4 365 8363

**Fax:** +971 4 360 4759

**©2024. Material published by Anderson shown here is copyrighted.**

All rights reserved. Any unauthorized copying, distribution, use, dissemination, downloading, storing (in any medium), transmission, reproduction or reliance in whole or any part of this course outline is prohibited and will constitute an infringement of copyright.