

LAPT

LONDON ACADEMY OF PROFESSIONAL TRAINING

CERTIFICATE

Process Excellence Professional



LAPT — London Academy of Professional Training

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Reference MSPC-PE-01 • Management Centres

UKPRN 10067351 • Registered in England and Wales, company 4984798

AT A GLANCE

REFERENCE	MSPC-PE-01
AWARD	Certificate
ASSESSMENT	430 marks — 258 to pass (60%)
PREREQUISITES	None
VALIDITY	Lifetime
AWARDING BODY	LAPT — London Academy of Professional Training

CURRICULUM

1

Change Management Strategies

5 chapters · 30 classes 45 marks

• 1 Understanding the Change Management Process: Foundations and Theories — 6 classes

› 1.1 Define Key Concepts in Change Management

› 1.2 Explore Theories of Change Management: Lewin's Model

› 1.3 Analyze Kotter's 8-Step Change Model

› 1.4 Examine Organizational Culture and Change

› 1.5 Identify Stakeholder Roles in the Change Process

› 1.6 Apply Change Management Strategies to Real-World Scenarios

• 2 Stakeholder Analysis and Engagement Strategies — 6 classes

› 2.1 Identify Key Stakeholders in Change Processes

› 2.2 Analyze Stakeholder Influence and Impact

› 2.3 Develop Stakeholder Engagement Plans

› 2.4 Communicate Change Effectively to Stakeholders

› 2.5 Evaluate Stakeholder Feedback and Adjust Strategies

› 2.6 Foster Long-term Relationships with Stakeholders

• 3 Developing and Communicating a Change Vision — 6 classes

› 3.1 Define and Articulate the Change Vision

› 3.2 Identify Stakeholders and Their Needs

› 3.3 Craft a Compelling Change Narrative

› 3.4 Utilize Visual Aids to Enhance Communication

› 3.5 Develop a Feedback Mechanism for Engagement

› 3.6 Evaluate the Effectiveness of the Change Vision Communication

• 4 Overcoming Resistance to Change: Techniques and Best Practices — 6 classes

› 4.1 Identify Common Sources of Resistance to Change

› 4.2 Analyze the Impact of Resistance on Change Initiatives

› 4.3 Explore Effective Communication Strategies for Change

› 4.4 Engage Stakeholders to Foster Support for Change

› 4.5 Implement Techniques to Address Resistance to Change

› 4.6 Evaluate the Success of Change Initiatives Through Feedback

• 5 Sustaining Change: Measurement and Continuous Improvement — 6 classes

› 5.1 Define Key Performance Indicators for Change Sustainment

› 5.2 Analyze Current State: Evaluating Change Impact

› 5.3 Develop a Feedback Loop for Continuous Improvement

› 5.4 Implement Tools for Measuring Change Effectiveness

› 5.5 Foster a Culture of Adaptability in Teams

› 5.6 Create Action Plans for Future Improvement Initiatives

• 1 Fundamentals of Data Analysis for Process Excellence — 6 classes

- › 1.1 Identify Key Data Types in Process Analysis
- › 1.2 Understand the Importance of Data Quality
- › 1.3 Explore Common Data Collection Methods
- › 1.4 Analyze Data Using Descriptive Statistics
- › 1.5 Visualize Data for Insightful Interpretation
- › 1.6 Apply Findings to Drive Process Improvement

• 2 Statistical Techniques for Data Interpretation — 6 classes

- › 2.1 Understand Descriptive Statistics for Data Analysis
- › 2.2 Explore Measures of Central Tendency and Variability
- › 2.3 Apply Probability Distributions in Data Interpretation
- › 2.4 Utilize Inferential Statistics for Drawing Conclusions
- › 2.5 Interpret Correlation and Regression Analysis Results
- › 2.6 Implement Statistical Techniques to Enhance Decision Making

• 3 Data Visualization and Communication of Insights — 6 classes

- › 3.1 Analyze Key Elements of Effective Data Visualizations
- › 3.2 Explore Common Data Visualization Tools and Techniques
- › 3.3 Design User-Friendly Charts and Graphs for Clarity
- › 3.4 Interpret Data Visualizations to Extract Meaningful Insights
- › 3.5 Communicate Findings Through Compelling Visual Stories
- › 3.6 Evaluate the Impact of Visualization on Decision-Making

• 4 Advanced Data Analysis Techniques — 6 classes

- › 4.1 Explore Advanced Statistical Methods for Data Interpretation
- › 4.2 Apply Regression Analysis to Forecast Trends
- › 4.3 Utilize Machine Learning Algorithms for Data Insights
- › 4.4 Interpret Data Visualization Techniques for Effective Reporting
- › 4.5 Conduct Hypothesis Testing to Validate Data Findings
- › 4.6 Design a Data-Driven Decision-Making Framework

• 5 Applying Data-Driven Decision Making in Process Excellence — 6 classes

- › 5.1 Identify Key Data Sources for Process Improvement
- › 5.2 Analyze Data Trends to Identify Improvement Opportunities
- › 5.3 Utilize Descriptive Statistics for Effective Data Interpretation
- › 5.4 Apply Data Visualization Techniques to Present Findings
- › 5.5 Develop Data-Driven Decision-Making Frameworks
- › 5.6 Implement Continuous Improvement Strategies Based on Data Insights

• 1 Fundamentals of Leadership in Process Improvement — 6 classes

- › 1.1 Define Key Leadership Concepts in Process Improvement
- › 1.2 Identify Essential Leadership Qualities for Process Improvement
- › 1.3 Explore Different Leadership Styles in Process Improvement Contexts
- › 1.4 Analyze the Role of Communication in Effective Leadership
- › 1.5 Implement Strategies for Building High-Performing Teams
- › 1.6 Develop a Personal Leadership Action Plan for Process Improvement

• 2 Building a Culture of Continuous Improvement — 6 classes

- › 2.1 Define Continuous Improvement and Its Importance in Leadership
- › 2.2 Identify Key Elements of a Culture That Supports Improvement
- › 2.3 Assess Current Organizational Mindset Towards Change
- › 2.4 Develop Strategies to Foster Employee Engagement in Improvement
- › 2.5 Implement Tools and Techniques for Driving Continuous Improvement
- › 2.6 Evaluate the Impact of Continuous Improvement on Organizational Performance

• 3 Engaging and Empowering Teams for Success — 6 classes

- › 3.1 Cultivating a Collaborative Team Environment
- › 3.2 Understanding Team Dynamics and Roles
- › 3.3 Communicating Effectively to Inspire Action
- › 3.4 Encouraging Innovation Through Empowerment
- › 3.5 Implementing Feedback Mechanisms for Continuous Improvement
- › 3.6 Measuring Team Engagement and Success

• 4 Data-Driven Decision Making in Process Excellence — 6 classes

- › 4.1 Understand the Importance of Data in Process Improvement
- › 4.2 Identify Key Metrics for Effective Decision Making
- › 4.3 Analyze Data Trends to Drive Process Excellence
- › 4.4 Utilize Statistical Tools for Data Interpretation
- › 4.5 Develop Actionable Insights from Data Analysis
- › 4.6 Implement Data-Driven Decisions in Real-World Scenarios

• 5 Sustaining Process Improvements through Leadership — 6 classes

- › 5.1 Define Leadership's Role in Sustaining Process Improvements
- › 5.2 Identify Key Leadership Behaviors that Drive Continuous Improvement
- › 5.3 Develop Strategies for Communicating Process Changes Effectively
- › 5.4 Assess the Impact of Leadership on Team Engagement and Commitment
- › 5.5 Implement Techniques for Fostering a Culture of Continuous Improvement
- › 5.6 Create an Action Plan for Sustaining Process Improvements in Your Team

• 1 Understanding Lean Principles: Reducing Waste and Increasing Value — 6 classes

- › 1.1 Define Lean Principles and Their Importance
- › 1.2 Identify Different Types of Waste in Processes
- › 1.3 Analyze the Impact of Waste on Value Creation
- › 1.4 Explore Tools for Waste Reduction
- › 1.5 Apply Lean Techniques to a Real-World Scenario
- › 1.6 Develop a Personal Action Plan for Implementing Lean Principles

• 2 Six Sigma Fundamentals: Achieving Quality Improvement — 6 classes

- › 2.1 Define Key Six Sigma Concepts and Terminology
- › 2.2 Explore the DMAIC Framework for Process Improvement
- › 2.3 Identify and Measure Process Performance Metrics
- › 2.4 Analyze Data to Identify Root Causes of Defects
- › 2.5 Implement Solutions to Reduce Variation and Improve Quality
- › 2.6 Sustain Improvements and Standardize Best Practices

• 3 Integrating Lean and Six Sigma: A Synergistic Approach — 6 classes

- › 3.1 Define Lean and Six Sigma: Key Concepts and Principles
- › 3.2 Identify the Benefits of Integrating Lean and Six Sigma
- › 3.3 Explore the Synergies Between Lean and Six Sigma Methodologies
- › 3.4 Analyze Real-World Case Studies: Success Stories of Integration
- › 3.5 Develop an Integration Strategy: Framework for Implementation
- › 3.6 Create an Action Plan: Steps to Sustain Lean and Six Sigma Integration

• 4 Tools and Techniques: Implementing Lean and Six Sigma in Practice — 6 classes

- › 4.1 Identify Lean Principles and Their Benefits
- › 4.2 Understand the Fundamentals of Six Sigma
- › 4.3 Explore Common Lean Tools for Efficiency
- › 4.4 Utilize Six Sigma Techniques for Quality Improvement
- › 4.5 Integrate Lean and Six Sigma for Process Optimization
- › 4.6 Develop an Action Plan for Implementing Lean and Six Sigma

• 5 Leadership in Process Excellence: Cultivating a Continuous Improvement Culture — 6 classes

- › 5.1 Define Continuous Improvement and Its Importance in Leadership
- › 5.2 Identify Key Leadership Traits that Foster a Continuous Improvement Culture
- › 5.3 Explore Tools and Techniques for Enhancing Team Engagement in Process Excellence
- › 5.4 Analyze Real-World Case Studies on Successful Continuous Improvement Leadership
- › 5.5 Develop a Personal Action Plan to Implement Continuous Improvement Strategies
- › 5.6 Create a Communication Plan for Promoting Continuous Improvement Initiatives

• 1 Fundamentals of Performance Measurement — 6 classes

- › 1.1 Define Key Concepts in Performance Measurement
- › 1.2 Identify Types of Performance Metrics
- › 1.3 Explore the Importance of Performance Measurement
- › 1.4 Differentiate Between Leading and Lagging Indicators
- › 1.5 Analyze Case Studies on Performance Metrics Implementation
- › 1.6 Develop a Basic Performance Measurement Framework

• 2 Developing Key Performance Indicators (KPIs) — 6 classes

- › 2.1 Define Objectives and Align KPIs with Business Goals
- › 2.2 Identify Key Stakeholders and Their Success Metrics
- › 2.3 Develop SMART Criteria for Effective KPIs
- › 2.4 Select Appropriate Data Sources for KPI Measurement
- › 2.5 Create a KPI Dashboard for Real-Time Performance Tracking
- › 2.6 Review and Refine KPIs for Continuous Improvement

• 3 Data Collection and Analysis Techniques — 6 classes

- › 3.1 Identify Key Data Sources for Performance Measurement
- › 3.2 Evaluate Qualitative vs. Quantitative Data Types
- › 3.3 Explore Sampling Techniques for Effective Data Collection
- › 3.4 Apply Data Collection Methods in Real-world Scenarios
- › 3.5 Analyze Data Using Descriptive Statistics Techniques
- › 3.6 Develop Actionable Insights from Data Analysis Results

• 4 Interpreting Performance Metrics and Reports — 6 classes

- › 4.1 Analyze Key Performance Indicators (KPIs) for Effective Insights
- › 4.2 Distinguish Between Leading and Lagging Metrics in Performance Reports
- › 4.3 Interpret Performance Data: Identifying Trends and Anomalies
- › 4.4 Evaluate the Impact of Metrics on Organizational Goals
- › 4.5 Communicate Findings: Crafting Clear Reports for Stakeholders
- › 4.6 Apply Performance Metrics in Decision Making and Strategy Development

• 5 Continuous Improvement through Metrics — 6 classes

- › 5.1 Understand the Importance of Metrics in Continuous Improvement
- › 5.2 Identify Key Performance Indicators (KPIs) for Your Organization
- › 5.3 Analyze Data for Insightful Performance Measurement
- › 5.4 Employ Tools for Tracking and Reporting Performance Metrics
- › 5.5 Develop Action Plans Based on Metric Analysis
- › 5.6 Foster a Continuous Improvement Culture through Metrics

• 1 Introduction to Process Management Frameworks — 6 classes

- › 1.1 Define Key Concepts in Process Management Frameworks
- › 1.2 Identify Common Process Management Frameworks and Their Features
- › 1.3 Analyze the Importance of Process Mapping in Frameworks
- › 1.4 Explore the Role of Stakeholders in Process Management
- › 1.5 Evaluate the Benefits of Implementing Process Management Frameworks
- › 1.6 Apply Process Management Frameworks to Real-World Scenarios

• 2 Key Components of Process Management Frameworks — 6 classes

- › 2.1 Define Key Terms in Process Management Frameworks
- › 2.2 Identify the Essential Components of Process Management Frameworks
- › 2.3 Explore the Role of Stakeholders in Process Management
- › 2.4 Analyze the Types of Process Management Frameworks
- › 2.5 Evaluate the Benefits of Implementing a Process Management Framework
- › 2.6 Apply a Selected Framework to a Real-World Scenario

• 3 Types of Process Management Frameworks — 6 classes

- › 3.1 Identify Key Characteristics of Process Management Frameworks
- › 3.2 Explore Popular Process Management Frameworks in Detail
- › 3.3 Compare and Contrast Lean and Six Sigma Approaches
- › 3.4 Analyze the Role of Agile Methodologies in Process Management
- › 3.5 Evaluate the Impact of Business Process Model and Notation (BPMN)
- › 3.6 Apply a Chosen Framework to a Real-World Process Scenario

• 4 Implementing Process Management Frameworks — 6 classes

- › 4.1 Define Key Components of Process Management Frameworks
- › 4.2 Identify Benefits of Implementing Process Management Frameworks
- › 4.3 Assess Current Processes for Framework Fit
- › 4.4 Develop a Step-by-Step Implementation Plan
- › 4.5 Engage Stakeholders in the Implementation Process
- › 4.6 Evaluate and Refine the Process Management Framework

• 5 Measuring and Sustaining Process Excellence — 6 classes

- › 5.1 Define Key Metrics for Process Excellence
- › 5.2 Analyze Current Process Performance Data
- › 5.3 Identify Improvement Opportunities Using Data
- › 5.4 Develop Strategies for Sustaining Process Excellence
- › 5.5 Implement Continuous Improvement Initiatives
- › 5.6 Evaluate the Long-Term Effectiveness of Process Enhancements