

LAPT

LONDON ACADEMY OF PROFESSIONAL TRAINING

CERTIFICATE

Business Process Improvement Professional



LAPT — London Academy of Professional Training

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Reference MSPC-PE-02 • Management Centres

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AT A GLANCE

REFERENCE	MSPC-PE-02
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 65 marks	
• 1 Understanding Change Management Fundamentals — 6 classes › 1.1 Define Change Management and Its Importance › 1.2 Identify Key Drivers of Change in Organizations › 1.3 Explore Theories and Models of Change Management › 1.4 Assess Stakeholder Roles in Change Initiatives › 1.5 Develop Effective Communication Strategies for Change › 1.6 Evaluate the Impact of Change Through Case Studies • 2 Identifying Change Drivers and Resistance — 6 classes › 2.1 Analyze Common Change Drivers in Organizations › 2.2 Identify Internal and External Forces of Change › 2.3 Assess the Impact of Change on Employees › 2.4 Recognize Symptoms of Resistance to Change › 2.5 Develop Strategies to Overcome Resistance › 2.6 Create a Change Management Action Plan • 3 Change Management Models and Frameworks — 6 classes › 3.1 Explore Key Change Management Theories › 3.2 Analyze the ADKAR Model for Effective Change › 3.3 Assess Lewin's Change Management Framework › 3.4 Implement Kotter's 8-Step Process in Real Scenarios › 3.5 Compare Different Change Management Models › 3.6 Develop a Change Management Strategy Using Chosen Frameworks	• 4 Developing Effective Change Strategies — 6 classes › 4.1 Identify Key Drivers for Change › 4.2 Assess Stakeholder Impact and Readiness › 4.3 Develop a Comprehensive Change Vision › 4.4 Create a Step-by-Step Change Implementation Plan › 4.5 Evaluate Change Effectiveness Metrics › 4.6 Foster a Culture of Continuous Improvement • 5 Measuring Change Impact and Sustaining Improvements — 6 classes › 5.1 Identify Key Metrics for Measuring Change Impact › 5.2 Analyze Data to Assess Change Effectiveness › 5.3 Evaluate Stakeholder Feedback on Change Initiatives › 5.4 Develop Strategies for Sustaining Change Improvements › 5.5 Create a Continuous Improvement Action Plan › 5.6 Present Findings and Recommendations for Future Changes

• 1 Foundations of Data in Business Decision Making — 6 classes

- › 1.1 Understand Key Concepts of Data in Business
- › 1.2 Identify Data Sources for Strategic Decision Making
- › 1.3 Analyze Data Types and Their Relevance
- › 1.4 Explore Data Collection Methods in Business Contexts
- › 1.5 Apply Data Analysis Techniques for Business Insights
- › 1.6 Evaluate Case Studies of Data-Driven Decision Making

• 2 Data Collection Techniques and Tools — 6 classes

- › 2.1 Identify Key Data Collection Objectives
- › 2.2 Explore Quantitative Data Collection Techniques
- › 2.3 Examine Qualitative Data Collection Tools
- › 2.4 Evaluate Data Collection Methods for Effectiveness
- › 2.5 Implement Data Collection Strategies in Real-World Scenarios
- › 2.6 Analyze Collected Data to Drive Business Improvements

• 3 Analyzing Data for Insight Generation — 6 classes

- › 3.1 Identify Key Data Sources for Insight Generation
- › 3.2 Collect and Organize Data for Analysis
- › 3.3 Apply Statistical Techniques to Interpret Data
- › 3.4 Visualize Data to Uncover Trends and Patterns
- › 3.5 Use Data Insights to Inform Business Decisions
- › 3.6 Evaluate the Impact of Data-Driven Decisions on Performance

• 4 Data Visualization and Communication — 6 classes

- › 4.1 Understand the Importance of Data Visualization in Decision Making
- › 4.2 Identify Key Principles of Effective Data Visualization
- › 4.3 Explore Common Data Visualization Tools and Software
- › 4.4 Analyze Different Types of Data Visualizations for Various Data Sets
- › 4.5 Design a Compelling Data Visualization for Stakeholder Communication
- › 4.6 Present and Interpret Data Visualizations to Influence Business Decisions

• 5 Implementing Data-Driven Decision Making in Organizations — 6 classes

- › 5.1 Identify Key Data Sources for Decision Making
- › 5.2 Analyze Quantitative and Qualitative Data for Insights
- › 5.3 Develop Metrics to Measure Business Performance
- › 5.4 Create Visual Data Representations for Clarity
- › 5.5 Foster a Data-Driven Culture within Your Organization
- › 5.6 Implement a Plan for Continuous Data-Driven Improvement

• 1 Foundations of Leadership in Process Improvement — 6 classes

- › 1.1 Define Key Leadership Concepts in Process Improvement
- › 1.2 Identify Essential Leadership Qualities for Effective Teams
- › 1.3 Explore Different Leadership Styles in Process Improvement
- › 1.4 Analyze Team Dynamics and Their Impact on Leadership
- › 1.5 Apply Leadership Strategies to Foster Team Collaboration
- › 1.6 Evaluate Personal Leadership Skills and Development Needs

• 2 Understanding Team Dynamics in Process Improvement Initiatives — 6 classes

- › 2.1 Identify Key Roles in Team Dynamics
- › 2.2 Explore Stages of Team Development
- › 2.3 Analyze Team Communication Patterns
- › 2.4 Assess the Impact of Team Culture on Performance
- › 2.5 Implement Strategies for Enhancing Team Collaboration
- › 2.6 Evaluate the Success of Team Dynamics in Process Improvement

• 3 Developing Effective Communication Strategies for Teams — 6 classes

- › 3.1 Identify Key Elements of Effective Communication
- › 3.2 Analyze Common Barriers to Team Communication
- › 3.3 Develop Active Listening Skills for Leaders
- › 3.4 Implement Techniques for Giving Constructive Feedback
- › 3.5 Design Inclusive Communication Strategies for Diverse Teams
- › 3.6 Evaluate the Impact of Communication on Team Performance

• 4 Decision-Making and Problem-Solving in Teams — 6 classes

- › 4.1 Identify Key Decision-Making Styles in Teams
- › 4.2 Analyze the Role of Team Dynamics in Problem-Solving
- › 4.3 Explore Techniques for Collaborative Decision-Making
- › 4.4 Evaluate the Impact of Cognitive Biases on Team Decisions
- › 4.5 Develop a Framework for Effective Problem-Solving in Teams
- › 4.6 Implement Real-World Scenarios to Practice Decision-Making Skills

• 5 Leading Change and Building a Culture of Continuous Improvement — 6 classes

- › 5.1 Understand the Importance of Change in Organizations
- › 5.2 Identify Key Drivers of Change and Improvement
- › 5.3 Develop Effective Communication Strategies for Change Initiatives
- › 5.4 Foster a Culture that Embraces Continuous Improvement
- › 5.5 Engage Teams in the Change Process Through Collaboration
- › 5.6 Evaluate the Impact of Change and Continuous Improvement Efforts

• 1 Understanding Performance Metrics: Foundations and Importance — 6 classes

- › 1.1 Define Key Performance Indicators and Their Significance
- › 1.2 Identify Types of Performance Metrics for Different Industries
- › 1.3 Analyze the Role of Performance Metrics in Business Strategy
- › 1.4 Examine Common Pitfalls in Using KPIs and How to Avoid Them
- › 1.5 Develop a Framework for Choosing Relevant Performance Metrics
- › 1.6 Apply Performance Metrics to Real-World Business Scenarios

• 2 Identifying Key Performance Indicators (KPIs) for Effective Measurement — 6 classes

- › 2.1 Define Key Performance Indicators (KPIs) and Their Importance
- › 2.2 Identify Different Types of KPIs Relevant to Business Goals
- › 2.3 Analyze Characteristics of Effective KPIs for Performance Measurement
- › 2.4 Set SMART Criteria for Selecting Relevant KPIs
- › 2.5 Develop a Framework for KPI Selection in Business Processes
- › 2.6 Create a KPI Dashboard for Real-time Performance Tracking

• 3 Data Collection and Analysis Techniques for Performance Metrics — 6 classes

- › 3.1 Identify Key Data Sources for Performance Metrics
- › 3.2 Collect Qualitative and Quantitative Data Effectively
- › 3.3 Analyze Data Trends Using Statistical Methods
- › 3.4 Utilize Software Tools for Data Visualization
- › 3.5 Interpret Analysis Results to Inform Decision Making
- › 3.6 Develop Actionable Insights from Data Analysis

• 4 Interpreting and Communicating KPI Results — 6 classes

- › 4.1 Define Key Performance Indicators and Their Importance
- › 4.2 Analyze Common KPI Metrics Across Industries
- › 4.3 Interpret KPI Results to Assess Business Performance
- › 4.4 Identify Trends and Patterns in KPI Data
- › 4.5 Communicate KPI Insights to Stakeholders Effectively
- › 4.6 Develop Action Plans Based on KPI Analysis

• 5 Continuous Improvement: Leveraging KPIs for Process Enhancement — 6 classes

- › 5.1 Define Key Performance Indicators for Continuous Improvement
- › 5.2 Analyze Current KPIs: Assessing Effectiveness and Relevance
- › 5.3 Identify Opportunities for Improvement Using KPI Data
- › 5.4 Develop a Strategy for Implementing KPI-Driven Changes
- › 5.5 Monitor and Evaluate the Impact of Continuous Improvement Initiatives
- › 5.6 Communicate KPI Results and Encourage Stakeholder Engagement

• 1 Fundamentals of Process Analysis — 6 classes

- › 1.1 Define and Identify Key Process Elements
- › 1.2 Map Current Process Workflows
- › 1.3 Analyze Process Inefficiencies and Bottlenecks
- › 1.4 Evaluate Stakeholder Impact on Processes
- › 1.5 Design Improved Process Solutions
- › 1.6 Implement and Monitor Process Changes

• 2 Data Collection and Process Measurement Techniques — 6 classes

- › 2.1 Identify Key Data Sources for Process Measurement
- › 2.2 Compare Qualitative and Quantitative Data Collection Methods
- › 2.3 Design Effective Surveys for Process Feedback
- › 2.4 Implement Observation Techniques in Process Evaluation
- › 2.5 Analyze Data for Process Improvement Insights
- › 2.6 Develop Actionable Recommendations Based on Collected Data

• 3 Root Cause Analysis and Problem Identification — 6 classes

- › 3.1 Identify Root Causes Using the 5 Whys Technique
- › 3.2 Analyze Patterns through Fishbone Diagrams
- › 3.3 Differentiate Between Symptoms and Root Causes
- › 3.4 Apply Pareto Analysis to Prioritize Problems
- › 3.5 Develop Action Plans for Addressing Root Causes
- › 3.6 Evaluate the Effectiveness of Solutions Implemented

• 4 Designing Efficient Processes — 6 classes

- › 4.1 Identify Key Elements of Efficient Process Design
- › 4.2 Analyze Current Process Performance Metrics
- › 4.3 Map Out Existing Processes Using Flowcharts
- › 4.4 Apply Lean Principles to Eliminate Waste
- › 4.5 Design a New Process Model with Best Practices
- › 4.6 Evaluate and Improve Process Design through Feedback

• 5 Implementing and Sustaining Process Improvements — 6 classes

- › 5.1 Identify Key Components of Process Improvements
- › 5.2 Analyze Stakeholder Roles and Responsibilities
- › 5.3 Develop a Communication Plan for Process Changes
- › 5.4 Implement Process Improvement Initiatives
- › 5.5 Monitor and Evaluate Process Improvement Outcomes
- › 5.6 Create a Sustainable Culture of Continuous Improvement

• 1 Understanding Sustainability in Business Processes — 6 classes

- › 1.1 Define Sustainability in the Context of Business Processes
- › 1.2 Explore the Importance of Sustainable Practices in Business
- › 1.3 Identify Key Components of Sustainable Business Processes
- › 1.4 Assess the Impact of Unsustainable Practices on Business Performance
- › 1.5 Apply Sustainable Thinking to Process Improvement Strategies
- › 1.6 Develop a Plan for Implementing Sustainable Changes in Business Processes

• 2 Identifying Key Performance Indicators for Sustainable Practices

— 6 classes

- › 2.1 Define Sustainable Practices and Their Importance in Business
- › 2.2 Understand the Role of Key Performance Indicators in Sustainability
- › 2.3 Identify Relevant Stakeholders for Sustainable Process Improvement
- › 2.4 Develop Criteria for Selecting Effective Key Performance Indicators
- › 2.5 Analyze Examples of Key Performance Indicators in Sustainable Practices
- › 2.6 Create a Balanced Scorecard Incorporating Sustainable KPIs

• 3 Tools and Techniques for Process Mapping and Analysis — 6

classes

- › 3.1 Identify Key Components of Process Mapping
- › 3.2 Explore Various Process Mapping Techniques
- › 3.3 Analyze Processes Using SWOT Analysis
- › 3.4 Utilize Flowcharts for Effective Process Visualization
- › 3.5 Apply Root Cause Analysis to Identify Improvement Areas
- › 3.6 Implement Continuous Improvement Strategies in Process Mapping

• 4 Implementing Continuous Improvement Methodologies — 6 classes

- › 4.1 Define Continuous Improvement and Its Importance in Business
- › 4.2 Identify Key Continuous Improvement Methodologies
- › 4.3 Analyze the Current State of Processes Using Lean and Six Sigma
- › 4.4 Develop Action Plans for Implementing Improvement Methodologies
- › 4.5 Measure the Impact of Continuous Improvement Initiatives
- › 4.6 Foster a Culture of Continuous Improvement in Your Organization

• 5 Measuring and Reporting on Sustainable Outcomes — 6 classes

- › 5.1 Define Sustainable Outcomes in Business Processes
- › 5.2 Identify Key Performance Indicators for Sustainability
- › 5.3 Develop Metrics for Measuring Sustainable Outcomes
- › 5.4 Analyze Data Collection Methods for Sustainability Metrics
- › 5.5 Create a Reporting Framework for Sustainable Outcomes
- › 5.6 Evaluate the Impact of Improvements on Sustainable Practices