

LAPT

LONDON ACADEMY OF PROFESSIONAL TRAINING

CERTIFICATE

Process Optimization Professional



LAPT — London Academy of Professional Training

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Reference MSPC-PE-03 • Management Centres

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AT A GLANCE

REFERENCE	MSPC-PE-03
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

5 chapters · 30 classes 65 marks

• 1 Understanding the Fundamentals of Change Management — 6 classes

› 1.1 Define Change Management and Its Importance

› 1.2 Identify Key Drivers of Change in Organizations

› 1.3 Understand the Change Management Lifecycle

› 1.4 Explore Common Models and Frameworks for Change

› 1.5 Assess Stakeholder Impact During Change Processes

› 1.6 Develop a Change Management Action Plan

• 2 Theories and Models of Change Management — 6 classes

› 2.1 Explore Key Theories of Change Management

› 2.2 Analyze the ADKAR Model of Change

› 2.3 Evaluate Lewin's Change Management Model

› 2.4 Examine Kotter's 8-Step Process for Change

› 2.5 Contrast Different Change Management Models

› 2.6 Implement a Change Management Strategy in a Case Study

• 3 Stakeholder Analysis and Engagement Strategies — 6 classes

› 3.1 Identify Key Stakeholders in Change Initiatives

› 3.2 Analyze Stakeholder Influence and Interest

› 3.3 Develop Stakeholder Engagement Strategies

› 3.4 Communicate Change Effectively to Stakeholders

› 3.5 Assess Stakeholder Feedback and Adapt Engagement

› 3.6 Measure the Impact of Stakeholder Engagement Strategies

• 4 Overcoming Resistance to Change — 6 classes

› 4.1 Identify Common Sources of Resistance to Change

› 4.2 Analyze the Impact of Emotions on Resistance

› 4.3 Develop Strategies to Address Resistance

› 4.4 Communicate Effectively to Mitigate Concerns

› 4.5 Engage Stakeholders in the Change Process

› 4.6 Evaluate the Success of Resistance Management Strategies

• 5 Measuring and Sustaining Change Success — 6 classes

› 5.1 Define Key Performance Indicators for Change Success

› 5.2 Develop Baseline Metrics to Measure Change Impact

› 5.3 Analyze Data to Evaluate Change Effectiveness

› 5.4 Identify Stakeholder Feedback Mechanisms for Continuous Improvement

› 5.5 Create a Change Sustainability Plan for Long-term Success

› 5.6 Present and Communicate Change Outcomes to Stakeholders

• 1 Understanding Data Fundamentals in Decision Making — 6 classes

- › 1.1 Define Key Data Concepts in Decision Making
- › 1.2 Identify Types of Data and Their Relevance
- › 1.3 Explore Data Sources and Their Reliability
- › 1.4 Analyze Data Quality and Its Impact on Decisions
- › 1.5 Utilize Data Visualization Tools for Insights
- › 1.6 Apply Data-Driven Techniques to Real-World Scenarios

• 2 Data Collection and Management Techniques — 6 classes

- › 2.1 Identify Key Data Sources for Effective Collection
- › 2.2 Explore Quantitative vs Qualitative Data Collection Methods
- › 2.3 Implement Effective Data Management Systems
- › 2.4 Analyze Data for Reliable Insights
- › 2.5 Ensure Data Quality and Accuracy Standards
- › 2.6 Apply Best Practices for Data Privacy and Security

• 3 Analyzing Data for Insights — 6 classes

- › 3.1 Identify Key Metrics for Analysis
- › 3.2 Collect and Organize Relevant Data Sources
- › 3.3 Employ Statistical Tools to Interpret Data
- › 3.4 Visualize Data for Comprehensive Understanding
- › 3.5 Draw Insights from Data Patterns and Trends
- › 3.6 Apply Data Insights to Optimize Decision Making

• 4 Interpreting Data Results for Strategic Decisions — 6 classes

- › 4.1 Analyze Data Patterns for Strategic Insights
- › 4.2 Evaluate Key Performance Indicators for Decision Making
- › 4.3 Translate Data Findings into Actionable Strategies
- › 4.4 Apply Statistical Methods to Enhance Data Interpretation
- › 4.5 Integrate Qualitative Insights with Quantitative Data
- › 4.6 Communicate Data Results Effectively for Team Alignment

• 5 Implementing Data-Driven Strategies in Leadership — 6 classes

- › 5.1 Analyze Leadership Challenges with Data
- › 5.2 Identify Key Performance Indicators for Decision Making
- › 5.3 Apply Data Visualization Techniques to Enhance Understanding
- › 5.4 Develop Data-Driven Strategies for Team Engagement
- › 5.5 Evaluate Outcomes of Data-Driven Decisions
- › 5.6 Create an Action Plan for Implementing Data-Driven Leadership

• 1 Understanding Leadership Styles in Process Excellence — 6 classes

- › 1.1 Identify Key Leadership Styles in Process Excellence
- › 1.2 Analyze the Impact of Leadership Styles on Team Dynamics
- › 1.3 Explore Transformational Leadership in Process Improvement
- › 1.4 Evaluate Situational Leadership Frameworks for Process Management
- › 1.5 Develop Personal Leadership Style Assessment for Process Excellence
- › 1.6 Apply Effective Leadership Strategies to Real-World Process Scenarios

• 2 Building a Culture of Continuous Improvement — 6 classes

- › 2.1 Identify Key Principles of Continuous Improvement
- › 2.2 Assess Organizational Readiness for Change
- › 2.3 Develop Strategies for Engaging Employees in Improvement Initiatives
- › 2.4 Implement Feedback Mechanisms to Foster a Growth Mindset
- › 2.5 Analyse Success Stories to Inspire a Culture of Improvement
- › 2.6 Create an Action Plan for Sustaining Continuous Improvement Efforts

• 3 Aligning Process Excellence with Business Strategy — 6 classes

- › 3.1 Define Process Excellence and Its Importance in Business Strategy
- › 3.2 Identify Key Elements of Business Strategy that Impact Process Optimization
- › 3.3 Analyze Case Studies of Successful Alignment between Process Excellence and Business Strategy
- › 3.4 Develop a Framework for Integrating Process Excellence into Organizational Goals
- › 3.5 Create Action Plans for Implementing Process Improvement Initiatives Aligned with Strategy
- › 3.6 Evaluate the Impact of Process Excellence on Business Performance Metrics

• 4 Data-Driven Decision Making in Leadership — 6 classes

- › 4.1 Understand the Importance of Data in Leadership Decisions
- › 4.2 Explore Key Data Sources for Process Optimization
- › 4.3 Analyze Data: Tools and Techniques for Leaders
- › 4.4 Interpret Data Findings to Enhance Team Performance
- › 4.5 Communicate Data Insights Effectively to Stakeholders
- › 4.6 Apply Data-Driven Strategies to Real-World Leadership Scenarios

• 5 Leading Change Management in Process Optimization — 6 classes

- › 5.1 Understand the Foundations of Change Management
- › 5.2 Identify Key Drivers for Change in Process Optimization
- › 5.3 Develop a Change Management Strategy for Process Improvement
- › 5.4 Engage Stakeholders in the Change Process
- › 5.5 Implement Change Management Techniques in Practice
- › 5.6 Evaluate and Sustain Change in Process Optimization

• **1 Fundamentals of Lean Methodologies** — 6 classes

- › 1.1 Define Lean Methodologies and Their Core Principles
- › 1.2 Identify Waste Types and Their Impact on Processes
- › 1.3 Explore the Value Stream Mapping Technique
- › 1.4 Implement the 5S Framework for Workplace Organization
- › 1.5 Demonstrate Continuous Improvement through Kaizen Practices
- › 1.6 Apply Lean Tools to Real-World Scenarios

• **2 Identifying and Eliminating Waste** — 6 classes

- › 2.1 Define Waste in Lean Methodologies
- › 2.2 Identify Types of Waste in Processes
- › 2.3 Assess Your Current Processes for Waste
- › 2.4 Analyze Root Causes of Identified Waste
- › 2.5 Develop Strategies to Eliminate Waste
- › 2.6 Implement Waste Reduction Solutions and Measure Impact

• **3 Value Stream Mapping Techniques** — 6 classes

- › 3.1 Identify Key Components of Value Stream Mapping
- › 3.2 Analyze Current State Value Stream Maps
- › 3.3 Design Future State Value Stream Maps
- › 3.4 Assess Waste within Value Streams
- › 3.5 Implement Continuous Improvement Strategies
- › 3.6 Facilitate Value Stream Mapping Workshops

• **4 Implementing Continuous Improvement Practices** — 6 classes

- › 4.1 Identify Opportunities for Continuous Improvement
- › 4.2 Analyze Current Processes Using Lean Tools
- › 4.3 Develop a Continuous Improvement Plan
- › 4.4 Implement Kaizen Events to Foster Change
- › 4.5 Measure and Evaluate Improvements Effectively
- › 4.6 Sustain Continuous Improvement Through Employee Engagement

• **5 Lean Leadership and Culture Transformation** — 6 classes

- › 5.1 Define Lean Leadership Principles
- › 5.2 Identify Characteristics of a Lean Culture
- › 5.3 Assess Current Organizational Culture
- › 5.4 Develop Strategies for Culture Transformation
- › 5.5 Implement Lean Leadership Practices
- › 5.6 Evaluate the Impact of Lean Transformation

• **1 Fundamentals of Process Analysis** — 6 classes

- › 1.1 Define Key Terminology in Process Analysis
- › 1.2 Identify Key Components of a Process
- › 1.3 Analyze the Flow of a Given Process
- › 1.4 Evaluate Process Efficiency and Effectiveness
- › 1.5 Apply Tools for Process Mapping
- › 1.6 Develop Improvement Strategies for Process Design

• **2 Tools and Techniques for Process Mapping** — 6 classes

- › 2.1 Identify Key Process Elements for Effective Mapping
- › 2.2 Explore Common Process Mapping Techniques and Tools
- › 2.3 Apply Flowcharting to Visualize Process Steps
- › 2.4 Utilize Value Stream Mapping for Process Improvement
- › 2.5 Implement SIPOC Diagrams to Define Processes Clearly
- › 2.6 Analyze and Optimize Process Maps for Efficiency

• **3 Identifying Process Inefficiencies** — 6 classes

- › 3.1 Analyze Existing Processes to Identify Inefficiencies
- › 3.2 Map Out Process Workflows for Clarity
- › 3.3 Utilize Data Analysis to Spot Inefficient Trends
- › 3.4 Conduct Stakeholder Interviews to Gather Insights
- › 3.5 Evaluate Technology Gaps Affecting Process Efficiency
- › 3.6 Develop Actionable Strategies to Eliminate Inefficiencies

• **4 Designing Optimized Processes** — 6 classes

- › 4.1 Identify Key Elements in Process Design
- › 4.2 Analyze Current Processes for Optimization Opportunities
- › 4.3 Apply Lean Principles to Streamline Processes
- › 4.4 Develop Metrics for Measuring Process Efficiency
- › 4.5 Design Workflow Mapping Techniques for Clarity
- › 4.6 Implement Continuous Improvement Strategies in Process Design

• **5 Continuous Improvement and Process Re-engineering** — 6 classes

- › 5.1 Analyze Current Processes for Improvement Opportunities
- › 5.2 Identify Key Performance Indicators for Success
- › 5.3 Explore Lean Principles for Waste Reduction
- › 5.4 Implement Six Sigma Techniques for Quality Enhancement
- › 5.5 Design a Continuous Improvement Plan with Stakeholder Involvement
- › 5.6 Evaluate Process Re-engineering Outcomes and Feedback Loops

• 1 Fundamentals of Project Management in Process Improvement —

6 classes

- › 1.1 Define Key Concepts of Project Management in Process Improvement
- › 1.2 Identify Project Lifecycle Stages Essential for Process Optimization
- › 1.3 Explore Stakeholder Identification and Engagement Techniques
- › 1.4 Analyze Tools and Techniques for Project Scheduling and Resource Allocation
- › 1.5 Develop Effective Communication Strategies for Project Updates and Feedback
- › 1.6 Apply Risk Management Principles to Enhance Project Success in Process Improvement

• 2 Defining Project Scope and Objectives for Process Excellence —

6 classes

- › 2.1 Identify Process Improvement Opportunities
- › 2.2 Analyze Stakeholder Needs and Expectations
- › 2.3 Define Clear Project Scope Parameters
- › 2.4 Set SMART Objectives for Process Projects
- › 2.5 Create a Project Scope Statement
- › 2.6 Validate Project Scope and Objectives with Stakeholders

• 3 Tools and Techniques for Process Mapping and Analysis —

6 classes

- › 3.1 Identify Key Process Mapping Techniques
- › 3.2 Analyze Stakeholder Needs for Effective Mapping
- › 3.3 Apply Flowcharting Techniques to Visualize Processes
- › 3.4 Utilize Value Stream Mapping for Process Improvement
- › 3.5 Implement SIPOC Diagrams to Understand Processes
- › 3.6 Evaluate Process Mapping Outputs for Continuous Improvement

• 4 Risk Management Strategies in Process Improvement Projects —

6 classes

- › 4.1 Identify Key Risks in Process Improvement Projects
- › 4.2 Analyze the Impact of Risks on Project Outcomes
- › 4.3 Develop Risk Mitigation Strategies for Process Optimization
- › 4.4 Implement Monitoring Techniques for Ongoing Risk Assessment
- › 4.5 Communicate Risk Management Plans to Stakeholders
- › 4.6 Evaluate the Effectiveness of Risk Management Strategies

• 5 Measuring Success: KPIs and Continuous Improvement —

6 classes

- › 5.1 Define Key Performance Indicators (KPIs) for Process Improvement
- › 5.2 Identify Metrics to Measure Project Success
- › 5.3 Analyze Baseline Performance Data for Benchmarking
- › 5.4 Develop a Continuous Improvement Framework
- › 5.5 Implement KPI Tracking and Reporting Systems
- › 5.6 Assess and Adjust Strategies Based on KPI Outcomes