

Human-Centric Process Analysis and Improvement

The **Human-Centric Process Analysis and Improvement** online training course is a comprehensive educational experience that builds participant skills in analyzing, understanding and improving business processes.

The course teaches how to use **Moments of Truth** and **Hand-Offs** to successfully analyze and improve business processes with the benefits of improving:

- Customer Satisfaction
- Operational Cost Savings
- Product / Process Quality
- Employee Morale

Target Audience

The course is designed to meet the needs of people just learning about process improvement, those who already have some process experience, and as a refresher / additional skill builder for process professionals. Example job roles include:

- Process Owners
- Process Professionals
- Business Analysts
- Managers & Supervisors
- Knowledge Workers
- IT Professionals
- Project Managers
- Change Leaders

Course Overview

The average time to complete the course is 4 hours. The course is on-demand training, allowing participants to study on their own time schedule and at their own pace.

Course Outline

The course consists of 4 modules including:

1. Introduction
2. Moments of Truth
3. Hand-offs
4. Process Analysis and Improvement

Alex Morse
Studio CTO
Zynga

"Every company of more than a few people could stand to benefit from this training. It delivers easy to understand, no nonsense guidelines that help you eliminate overhead and wasted effort."

The delivery is effective, making it quickly obvious how you can apply the ideas and techniques to your organization.

Highly recommended, especially for those that want to spend more time working smart and effectively versus working relentlessly."

Jim Cheshire
Process Improvement Professional
United Kingdom

"I found the Human Centric Process Analysis & Improvement training to be simple to follow and full of relevant content and references –it takes the user through how to make sure the customer and the colleague are at the heart of making processes deliver the right outcome."



Human-Centric Process Analysis and Improvement

Learning Experience

Lectures

Each module starts with a set of lectures. Lectures are presented with text and audio-visual together. Participants can read the lecture content, listen to the content, and while listening, can watch the CG presenter.

All lecture content is available in both text, audio, and audio-visual.

Participants choose the learning mode right for them.

Interactive Exercises

Exercises include multiple choice, phrase matching, search and find, and step through the process. Each exercise includes feedback to increase knowledge building during the activity.

Exercises can be repeated as often as necessary to achieve competency.

Resources

Upon completion of the course, participants are provided resources (PDF) for aid in practical application of course concepts. These are:

1. Process Diagnostics
2. Improvement Landscape
3. Action Plan

Murad Karimi

**Process Management & Improvement
SME**

Fortune 100 Healthcare Company

"... interesting and very well developed. I like the gradual introduction on human thinking and asking of questions after each lesson - reinforcing alertness. I am impressed by how traditional flow-based process model vs. MOT to flow modeling relationships are differentiated.

I recommend this training to corporate skill enhancers, career-minded individuals desiring to elevate their skills (or to start building their skills in business process management), and job-seekers trying to enhance their knowledge/experience."

Pia Kortilla M.Sc. Econ

**Process Management Professional
Singapore**

"Acuity Studio has put together a well balanced and clearly communicated training on the essential issues in process analysis and improvement.

After this training, the student has a clear understanding on the influence a customer has on process quality and how to improve process efficiency & quality by addressing moments of truth and hand-offs.

The concrete exercises provided in the training enhance the learning experience."

Scott Cleveland

BPM Business Point of View Blog
http://www.ebizq.net/blogs/bpm_business/

"I have tackled many online courses over the last few years. They range from too verbose to not enough information. The quizzes have resulted in some questionable answers - it is more about tricking the test taker than learning the material.

Acuity Studio's course is well written - providing enough information without being verbose. The testing is oriented on ensuring that the user learns the material. I would recommend this course for anyone that is serious about process improvement. They will arrive at a far better outcome as a result of taking this course."

Tami Bussing

**Business Analysis Consultant
TCF Bank**

"It's no longer business-sustaining to simply improve a process; it's imperative to satisfy customers.

Executives want to know where those customer touch-points are in their business processes, which become real Moments of Truth, and most often, it's because those moments are failures to satisfying the customer. The Human-Centric Process Analysis and Improvement online training program easily guides one to that greater understanding.

I came away knowing how to identify those pain points in a business process, how to minimize them, and how to bring a better customer experience to the business by building an improvement landscape – one that results in customer loyalty and greater ROI - understanding it all from the human-centric perspective!"