

# Process Management

In today's height of competition, Process management (PM) is regarded as best practice management principle that can assist companies in sustaining competitive advantage. The purpose of this module is to strengthen theory building of Process Management in fostering sustainable competitive advantage based on dynamic capability theory.

## Benefits to the Individual:

- Define processes and their importance for the proper functioning of an organization
- Identify the international standards for approaches to processes
- Examine various process assessment methodologies
- Generate process analysis charts and construct process maps for improvement
- Justify the need to measure processes as an improvement tool

## Methodology

The training consists of a mixture of input and exercises. You will actively participate in the learning process, thus helping you to avoid pitfalls in real life situations. The methods used will include individual, pair- and group work, (self-)reflection, theoretical input, cases, role play, feedback and interactive exercises. The seminar requires a lot of participation from the participants. Please bring your cases and questions.

## Who should attend:

Individuals involved in improvement projects, processes identification, work design, productivity improvement or quality auditing initiatives.

## Duration:

2 days

