Continuous Innovation and Process Improvement Training Course



16 - 20 Nov 2026

Cape town

4600 € (Per Person)

Ref: #INN9982_265175

Course Introduction / Overview:

This training course is a comprehensive program designed to bridge the gap between innovation and the disciplined practice of process improvement. It provides professionals with the tools to foster a culture of continuous improvement while also driving disruptive innovation. The program covers a range of topics, including lean principles, agile methodologies, and strategic innovation frameworks. Participants will learn how to identify opportunities for improvement, redesign workflows for greater efficiency, and embed a system of continuous innovation into their daily operations. The course draws on the work of academics like W. Edwards Deming, whose principles of total quality management laid the foundation for modern process improvement. His book Out of the Crisis highlights how a focus on continuous, small improvements can lead to major breakthroughs. This course at BIG BEN Training Center emphasizes a blend of strategic thinking and practical execution. By the end of this program, professionals will have a clear understanding of how to use both innovation and process improvement to create a more efficient, responsive, and competitive organization.

Target Audience / This training course is suitable for:

- Process improvement specialists and quality managers.
- Operations managers and team leaders.
- Innovation directors and R&D managers.
- Project managers and business analysts.
- Strategic planners and business development professionals.
- Engineers and manufacturing supervisors.
- Anyone responsible for driving efficiency and growth.

Target Sectors and Industries:

- Manufacturing and Production.
- Technology and Software Development.
- Financial Services and Banking.
- Healthcare and Pharmaceuticals.
- Logistics and Supply Chain.
- Retail and E-commerce.
- Government agencies and equivalent public sector organizations.

Target Organizations Departments:

- Operations.
- Quality Assurance.
- Research and Development (R&D).
- Product Management.
- Strategic Planning.
- Human Resources (HR).
- Continuous Improvement.

Course Offerings:

By the end of this course, the participants will have able to:

- Implement a systematic process for continuous improvement.
- Apply lean principles to eliminate waste and increase efficiency.
- Develop a framework for balancing incremental and disruptive innovation.
- Foster a culture of continuous learning and adaptation.
- Use a portfolio of tools for process mapping and redesign.
- Lead teams to identify and solve operational challenges.
- Measure the impact of process improvements on key business metrics.

Course Methodology:

This training course uses a highly practical and blended methodology that combines classroom learning with hands-on application. The program is built on a series of case studies that highlight organizations that have successfully integrated continuous improvement and innovation. Participants will engage in interactive workshops where they will use tools like process maps, value stream mapping, and agile sprints to solve real-world problems. The course emphasizes a team-based approach, fostering a collaborative environment where participants can learn from each other's experiences. Instructors will provide expert guidance, coaching participants on how to apply the principles of Deming and other thought leaders to their specific work environment. The program at BIG BEN Training Center is designed to be highly engaging and practical, ensuring that professionals leave with a clear action plan for implementing what they have learned. This hands-on approach ensures that participants not only understand the concepts but also have the confidence to apply them to drive real change in their organizations.

Course Agenda (Course Units):

Unit One: The Foundations of Continuous Improvement

- Defining continuous improvement and its principles.
- Understanding the link between improvement and innovation.
- Exploring the Plan-Do-Check-Act (PDCA) cycle.
- Identifying waste and inefficiencies in a process.
- Case study on a company that uses lean principles.
- Building a culture of quality and accountability.
- Mapping a simple business process.

Unit Two: Tools for Process Analysis and Redesign

- Using process mapping and flowcharts.
- Applying value stream mapping to identify bottlenecks.
- Conducting a root cause analysis with the 5 Whys.
- Using data to analyze process performance.
- Developing a new process design.
- Facilitating a brainstorming session for process improvement.
- Learning from best practices in other industries.

Unit Three: Driving Innovation through Incremental Change

- The role of incremental innovation in business growth.
- Using kaizen events for rapid improvement.
- Empowering front-line employees to solve problems.
- Implementing a suggestion system for new ideas.
- Measuring small wins and communicating success.
- Overcoming resistance to minor changes.
- Building a reward system for continuous improvement.

Unit Four: The Strategy of Breakthrough Innovation

- Understanding the difference between incremental and breakthrough innovation.
- Using design thinking to create new products and services.
- Building a portfolio of innovation projects.
- Managing the risks of disruptive innovation.
- Securing resources for new and unproven ideas.
- Aligning breakthrough innovation with company goals.
- Case study on a company that successfully launched a disruptive product.

Unit Five: Building a Culture of Continuous Innovation

- The role of leadership in fostering a culture of change.
- Creating a learning organization.
- Communicating the value of continuous improvement and innovation.
- Developing a personal action plan for your organization.
- Building a roadmap for long-term change.
- Final project presentation on a process improvement or innovation initiative.
- Review and feedback session.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

How can an organization balance the need for disciplined, data-driven process improvement with the chaotic, often-unpredictable nature of breakthrough innovation?

What unique qualities does this course offer compared to other courses?

This training course is unique because it provides a holistic approach to business growth by combining two often-separate disciplines: continuous improvement and strategic innovation. Unlike a traditional Lean Six Sigma course, which focuses only on efficiency, this program shows how small, incremental improvements can be a foundation for large, disruptive breakthroughs. The curriculum is designed to help professionals at all levels understand and apply both concepts in a complementary way. The course uses a hands-on, case-based methodology, allowing participants to apply tools for both process mapping and creative problem-solving. This dual focus gives professionals a rare and valuable skillset, enabling them to simultaneously optimize their current operations while also building a pipeline of future-focused innovations. It is not just about making things better; it is about creating new things that are better. This program helps an organization become more efficient, more innovative, and more competitive.