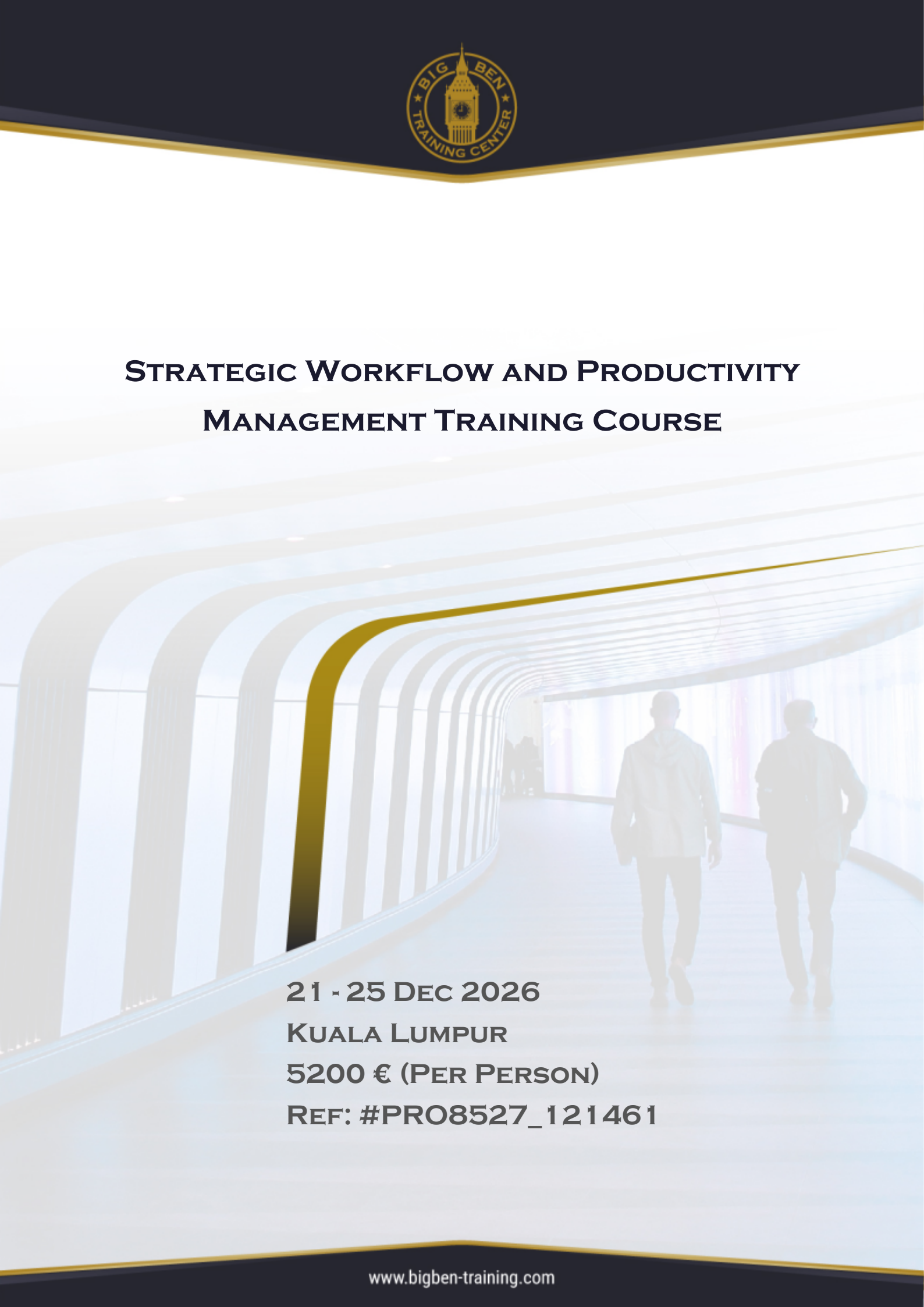
Strategic Workflow and Productivity Management Training Course



21 - 25 Dec 2026

Kuala Lumpur

5200 € (Per Person)

Ref: #PRO8527_121461

Course Introduction / Overview:

In today's hyper-competitive business environment, organizational success is intrinsically linked to operational efficiency and the productivity of its workforce. This course is meticulously designed to transform participants into adept specialists capable of analyzing, redesigning, and optimizing workflows for maximum output and value. We move beyond superficial productivity hacks to instill a deep, systematic understanding of process improvement and workflow management. Drawing on foundational principles from management theorists like Peter Drucker, who emphasized the importance of the knowledge worker, and practical methodologies from experts such as David Allen, author of the renowned book "Getting Things Done", this program provides a comprehensive toolkit. BIG BEN Training Center has developed this curriculum to bridge the gap between theoretical knowledge and practical application, ensuring that participants can identify bottlenecks, eliminate waste, and implement streamlined processes effectively. This training empowers professionals to foster a culture of continuous improvement, driving significant gains in efficiency, employee engagement, and overall business performance, making them invaluable assets to any organization.

Target Audience / This training course is suitable for:

- Operations Managers and Supervisors.
- Project Managers and Team Leaders.
- Business Analysts and Process Improvement Specialists.
- HR Professionals involved in performance management.
- IT Professionals responsible for system workflows.
- Department Heads and Functional Managers.
- Entrepreneurs and Small Business Owners.
- Anyone aspiring to a role in operational excellence or workflow analysis.

Target Sectors and Industries:

- Manufacturing and Production.
- Information Technology and Software Development.
- Healthcare and Pharmaceutical.
- Banking, Finance, and Insurance.
- Logistics and Supply Chain Management.
- Telecommunications.
- Governmental agencies and public sector organizations.
- Consulting and Professional Services.

Target Organizations Departments:

- Operations and Production.
- Project Management Office (PMO).
- Information Technology (IT).
- Human Resources (HR).
- Finance and Accounting.
- Customer Service and Support.
- Quality Assurance and Control.
- Administration and Business Support.

Course Offerings:

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

- Analyze and map complex business workflows to identify inefficiencies.
- Apply core principles of Lean and Six Sigma to eliminate waste.
- Design and implement optimized processes for enhanced productivity.
- Utilize key performance indicators (KPIs) to measure and track workflow performance.
- Leverage technology and automation tools to streamline tasks.
- Lead change management initiatives for smooth process transitions.
- Foster a culture of continuous improvement within their teams and organization.
- Conduct root cause analysis to solve persistent operational problems.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be immersive, interactive, and highly practical. We believe that adult learning is most effective when it combines expert instruction with hands-on application. This course utilizes a blended approach, featuring engaging presentations, real-world case study analyses, and collaborative group workshops where participants can map and critique actual business processes. Interactive sessions, facilitated discussions, and brainstorming activities encourage the sharing of diverse perspectives and experiences. Participants will engage in practical exercises, such as value stream mapping and bottleneck analysis, to immediately apply the concepts learned. Our expert instructors provide continuous feedback and personalized coaching throughout the program, ensuring that each participant develops the confidence and competence to implement these strategies in their own work environment. The focus is on skill mastery and the ability to drive tangible results upon returning to the workplace, ensuring a significant return on the training investment.

Course Agenda (Course Units):

Unit One: Foundations of Productivity and Workflow Excellence

- Defining productivity in the modern workplace.
- The core principles of workflow analysis and design.
- Introduction to Lean thinking and the eight wastes.
- Understanding the psychology of productivity and focus.
- The role of a Workflow Analyst in organizational success.
- Historical context of process improvement from Taylor to Drucker.
- Setting the stage for a continuous improvement culture.

Unit Two: Workflow Analysis and Process Mapping Techniques

- Techniques for gathering process information and data.
- Creating detailed process maps and flowcharts.
- Value Stream Mapping (VSM) to identify value-added activities.
- Conducting a bottleneck analysis to find constraints.
- Utilizing swimlane diagrams to clarify roles and responsibilities.
- Root Cause Analysis using the 5 Whys and Fishbone Diagrams.
- Documenting existing workflows for a clear baseline.

Unit Three: Process Improvement and Redesign Methodologies

- Introduction to the DMAIC (Define, Measure, Analyze, Improve, Control) framework.
- Applying Kaizen principles for incremental improvements.
- Business Process Re-engineering (BPR) for radical redesign.
- Brainstorming and developing innovative workflow solutions.
- Prioritizing improvement opportunities based on impact and effort.
- Pilot testing new processes and gathering feedback.
- Standardizing improved workflows for consistency.

Unit Four: Leveraging Technology and Automation

- Identifying opportunities for workflow automation.
- Overview of Business Process Management (BPM) software.
- Using collaboration tools to enhance team workflows.
- The role of Artificial Intelligence (AI) in process optimization.
- Integrating different systems for seamless data flow.
- Digital transformation and its impact on productivity.
- Selecting the right technology for your organization's needs.

Unit Five: Implementation, Change Management, and Sustainability

- Developing a strategic implementation plan for new workflows.
- Principles of effective change management.
- Communicating process changes to stakeholders.
- Training and supporting employees through the transition.
- Establishing Key Performance Indicators (KPIs) to monitor success.
- Creating a framework for ongoing process review and optimization.
- Embedding a culture of continuous improvement for long-term success.

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:

In an era of increasing automation and AI-driven workflows, what is the evolving role of human creativity and critical thinking in achieving true organizational productivity?

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

This course distinguishes itself by offering a holistic and strategic framework for productivity, rather than a narrow focus on specific tools or disjointed tips. We integrate the human element with proven process methodologies, recognizing that sustainable efficiency is a product of both optimized systems and engaged people. Unlike programs that concentrate solely on technical methods like Lean or Six Sigma, our curriculum equally emphasizes the psychological aspects of productivity and the critical skills of change management. We explore the principles of thought leaders like David Allen to address individual effectiveness, which is the foundation of team and organizational productivity. The curriculum is designed to be intensely practical, moving from high-level strategy to hands-on process mapping and redesign within the course itself. Participants leave not just with theoretical knowledge, but with a clear, actionable roadmap for implementing change. This blend of strategic thinking, proven methodologies, and a focus on the human side of process improvement provides a uniquely comprehensive and impactful learning experience that drives lasting organizational transformation.