

| Leadership Effectiveness                     |  |
|--|--|
| <b>Session Code</b>                          | <b>LE10</b>  |
| <b>Session Title</b>                         | <b>Business Optimisation</b>                                 |
| <b>Topics Covered</b>                        | <b>Improve processes (the way you do things) and systems</b> |
| <b>Delivery</b>                              | <b>Half Day (4 Hours) - tutor led f2f or online sessions</b> |
| <b>Minimum - Maximum Number of Delegates</b> | <b>1-10</b>  |
| <b>Who will benefit?</b>                     | <b>Managers at all levels</b>                                |

|  |  |
|--|--|
| <p><b>Content</b></p> <ul style="list-style-type: none"> <li>▪ Clarifying the purpose of processes and systems – are they fit for purpose?</li> <li>▪ Do processes and systems focus on meeting customer needs?</li> <li>▪ Process improvement and changing the way you do things to meet customer needs</li> <li>▪ Root-cause analysis to discover process/systems improvements aimed at making processes more cost-effective, dependable, responsive, and flexible</li> <li>▪ Aligning processes/systems with strategies and objectives</li> </ul> | <p><b>Benefits</b></p> <ul style="list-style-type: none"> <li>▪ Do you pay attention to what the customer wants and pays for?</li> <li>▪ Why employees should focus their efforts on (internal/external) customers</li> <li>▪ Have a step by step guide to managing process and systems improvements</li> <li>▪ Use brown paper process flow analysis</li> </ul> |
|--|--|