



LEADERSHIP AND MANAGEMENT

Business Process Design for Strategic Management

Course code: LM-021

SPARK TRAINING

Professional training courses for leaders, specialists, and organizations seeking practical capability development.

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— Workshop Overview

Organizations need flexible and efficient processes that support strategy, innovation, and rapid response to change. Traditional work designs often create delays, silos, and limited accountability. Modern process design focuses on agility, problem-solving, and people-centered execution. This course provides participants with practical tools to redesign business processes, solve operational problems systematically, and build visual systems that improve performance.

Why Attend

This course uses an interactive and practical approach through presentations, case studies, workshops, group discussions, practical modelling exercises, problem-solving activities, and real workplace examples.

Who Should Attend

Operations Managers
Business Analysts
Process Improvement Professionals
Strategy Managers
Project Managers
Quality Professionals
Anyone responsible for organizational efficiency

— Learning Objectives

- Understand modern principles of strategic process design
- Apply dynamic work design methods in agile environments
- Develop clear problem statements for improvement initiatives
- Use structured problem-solving techniques effectively
- Design human-centered workflows and operating models
- Apply visual management tools to improve execution
- Increase alignment between operations and strategy
- Build sustainable continuous improvement practices

— Course Outline

DAY 1

Dynamic Work Design for Modern Organisations

- Meaning of dynamic work design and its business value
- Why organizations need agile and adaptive work systems
- Aligning activities with strategic intent
- Connecting teams through triggers, controls, and accountability
- Structuring work for creativity and problem-solving
- Managing challenge levels for high performance
- Group discussion: benefits and barriers of dynamic work design

DAY 2

Developing Effective Problem Statements

- Why problem statements are critical for strategic decisions
- Elements of strong problem statements
- Defining impact, scope, and measurable gaps
- Writing neutral and evidence-based statements
- Step-by-step method for building clear problem definitions
- Examples from successful organizations
- Activity: Create a problem statement for a process issue

DAY 3

Structured Problem Solving for Process Improvement

- Role of structured problem solving in work design
- Defining problems and generating solutions
- Evaluating options and selecting best actions
- Implementation planning and monitoring progress
- Building formal problem-solving documentation
- Root cause tools: Pareto, 5 Whys, Fishbone, Scatter Plot
- Introduction to FMEA and Fault Tree Analysis
- Group exercise: Solve a selected business problem

DAY 4

Human-Centred Work Design

- Designing work around people and performance needs
- Principles of employee-focused process design
- Customising workflows for different teams and environments
- Balancing efficiency, wellbeing, and engagement

- Case study: successful human-centred redesign
- Activity: Propose improvements using dynamic design principles

DAY

5

Visual Management for Strategic Execution

- Importance of visual management in process control
- Kanban boards and workflow visibility tools
- Andon systems for alerts and response
- Visual boards, dashboards, and information displays
- Best practices for effective visual communication
- Activity: Design a visual management board
- Final presentations and key learning summary

— Upcoming Classroom Dates

DATE	LOCATION	FEE
5 - 9 October 2026	Frankfurt - Germany	€1,925
12 - 16 October 2026	Kuala Lumpur - Malaysia	€1,400
9 - 13 November 2026	London - United Kingdom	€1,925
16 - 20 November 2026	Munich - Germany	€2,125
7 - 11 December 2026	Amsterdam - Netherlands	€2,100
14 - 18 December 2026	London - United Kingdom	€2,125
21 - 25 December 2026	Istanbul - Türkiye	€1,925
4 - 8 January 2027	Amsterdam - Netherlands	€2,125

— Certificate and Registration

Participants who attend and complete the full programme receive a SPARK Training Certificate of Completion. For registration, in-house delivery, or availability questions, contact info@sparktraining.eu or +31 85 115 0004.