

# PROCESS IMPROVEMENT FUNDAMENTALS

## Course Overview

In response to Alberta's changing economic environment, many organizations are challenged with a requirement to more efficiently and effectively make use of their resources. Doing "more with less" is a need heard across sectors, from private business, non-profits, communities, and government. Process Improvement Fundamentals will address that need by helping to build capacity through targeted, pragmatic training that includes core concepts of Lean and quality management and their practical application to real-world challenges and opportunities.

## Learning Outcomes

Course participants will learn how to:

- Apply the fundamentals of business process development and implementation within their organizations
- Prepare a management plan, including budget and schedule
- Conduct situation appraisals and address problems and opportunities with effective decision-making to ensure client and stakeholder satisfaction
- Quantify risk and build contingencies and triggers into the implementation plan
- Monitor progress and address concerns in relation to implementation management

## Course Information

- Cost: \$4,000 – Funded\*
- Delivery: Online
- Duration: 40 hours
- Course Code: XBUS 1680

Funding is limited and will be applied to eligible candidates on a first-come, first-served basis.

\*Note: this is a taxable benefit. In compliance with the federal Income Tax Act, NorQuest College will be providing all participants with a T4A slip for filing with their income tax return.

## Schedule

### Cohort 5 – May 25 – 29

Monday to Friday 8:00AM - 5:00PM

### Cohort 6 – May 15, 17, 22, 30, & 31

Friday, Saturday, & Sunday 9:00AM – 5:00PM

### Cohort 7 – June 5, 6, 7, 13, & 14

Friday, Saturday, & Sunday 9:00AM – 5:00PM

### Cohort 8 – June 9 – 23

Tuesdays & Thursdays 9:00AM – 5:00PM

## Custom Offerings

Custom offerings are available for larger groups from the same or similar organizations. To book a custom cohort, please contact Meenuka Singh (info below).

## Contact Us

Meenuka Singh – Business Development Officer  
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