Elevora
Global Training

COURSE BROCHURE

Business Process Improvement

Quality & Operational Excellence

Code	Duration	Formats	Language	Certificate
QE-104	**5 or 10 days**	**Classroom, live online, in-house, blended**	**English or Arabic**	**Certificate of completion**

A practical quality and operational excellence course covering process mapping techniques, analysing process performance and redesigning processes. Run as a 5-day core or 10-day extended programme, in 16 cities, live online or in-house, and fully customisable for your team.

About this course

Business Process Improvement gives delegates a structured, practical understanding of process mapping techniques and analysing process performance, then builds the skills to apply redesigning processes, implementing process changes and measuring improvement in real work. Sessions are led by practitioners with at least 15 years in the field.

What you will learn

- Process mapping techniques
- Analysing process performance
- Redesigning processes
- Implementing process changes
- Measuring improvement

Who should attend

Quality managers, auditors, process owners, improvement leads and operations managers.

5-day course outline

Day 1	**Process mapping techniques**	Concepts, standards and terminology, with a diagnostic exercise to baseline the group.
Day 2	**Analysing process performance**	Methods and tools explained step by step, with worked examples from real operations.
Day 3	**Redesigning processes**	Hands-on practice in small groups using realistic data, cases and templates.
Day 4	**Implementing process changes**	Case studies of successes and failures, and how to apply the lessons in your organisation.
Day 5	**Measuring improvement**	Integration exercise, final knowledge check and a personal action plan.

10-day extended programme

Includes the full 5-day outline, plus a second week of applied work:

Day 6	**Applied workshop: Process mapping techniques** — Deeper practice with your own data or site examples.
Day 7	**Applied workshop: Analysing process performance and redesigning processes** — Group exercises that combine methods from week one.
Day 8	**Field case study: Implementing process changes** — A detailed industry case worked through from start to finish.
Day 9	**Advanced practice: Measuring improvement** — Tools, templates and checklists to take back to work.
Day 10	**Assessed project and presentation** — Each delegate presents an improvement plan and completes the final assessment.

Upcoming classroom dates

More dates, cities and live online sessions on request.

Dates	City	Length	Fee per delegate
2 Nov 2026 to 13 Nov 2026	Kuala Lumpur	10 days	**$4,450**
7 Dec 2026 to 11 Dec 2026	Kuala Lumpur	5 days	**$2,450**
3 Jan 2027 to 7 Jan 2027	Riyadh	5 days	**$2,450**
1 Feb 2027 to 5 Feb 2027	London	5 days	**$3,450**
1 Mar 2027 to 12 Mar 2027	Dubai	10 days	**$4,450**

Fees per delegate (2026 to 2027)

Format	5 days	10 days
Classroom: Dubai, Istanbul, Cairo, Kuala Lumpur	**$2,450**	**$4,450**
Classroom: London, Europe, Singapore	**$3,450**	**$6,250**
Live online	**$1,450**	**$2,650**
In-house, group of up to 15	**From $12,900**	**From $23,500**

Classroom fees include tuition, materials, lunch and refreshments, and a certificate. 10% group saving for 3 delegates, 15% for 5 or more.

Tailored to your team

Change the level, language, length (1 to 20 days) and format, add topics from other courses or entirely new topics, and include your own case studies, site visits or exam preparation. Build it online for an instant indicative fee.

Register or request an in-house proposal

Head office
Sharjah Publishing City, Sharjah, United Arab Emirates

Email
info@elevoratrainings.com
training@elevoratrainings.com

WhatsApp
+971 56 692 2928

Website
elevoratrainings.com