

Business Process Management

Lloyds Register

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Site

With sites all over the world, and staff in excess of 8000 globally, the training was centred at the HR Shared Service Centre, in Reading, Berkshire.



Business Process Management & Basic Problem Solving

The business had requested a bespoke course in managing processes, including the ability to identify and solve basic problems with these processes, using Six Sigma techniques.

The course was delivered over 2 days, concentrating on:

- Identifying the different types of process models and tools
- Creating/mapping simple processes
- Definition and understanding of common problems
- An introduction to DMAIC structure and tools for Process Control



Outcomes

10 delegates, from different functions and roles in the HR Shared Service Centre, took part in the programme

The primary aim was to build knowledge and skills in Business Process Management, underpinned by Six Sigma principles.

Live process examples were shared, discussed and critiqued throughout, enabling the group to understand principles, methods and tools at a deeper level and to start applying their learning.

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The Capella Trainer gave good encouragement to discuss our own processes and create ideas for improvement to take away”

Jamie Proctor
HR Training Manager

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Relaxed atmosphere where trainer encouraged participation without anyone being put on the spot”

Huss Hassan
HR Shared Service Centre Manager

