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COURSE BROCHURE

# Continuous Process Innovation and Redesign Training Course

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# Continuous Process Innovation and Redesign Training Course

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Continuous Process Innovation and Redesign is a 1-week training course for operations and improvement managers who want process change to become a steady habit rather than an occasional project, and each participant leaves with a process innovation roadmap for one unit. Customer expectations, automation options and cost pressure now shift faster than annual improvement cycles can follow. Jupiter Prime Training runs this course for managers responsible for how work flows.

## Why Continuous Process Innovation and Redesign Matters Now

Three forces push operations leaders beyond one-off fixes. Customers compare every service with the smoothest digital experience they know and notice each handover delay. Automation and workflow software make it possible to remove whole steps, not just trim them. Finance teams, meanwhile, expect process gains to show in cost per transaction and cycle time. Units that redesign continuously adapt cheaply; those that wait face disruptive overhauls. The course rests on process mapping, idea pipelines, controlled experiments and staged scaling.

## Who Gains Most from Continuous Process Innovation and Redesign

- Managers who own end-to-end processes such as order handling, claims or maintenance requests
- Improvement leads who run idea schemes and coach teams through change
- Service delivery heads accountable for cycle time and customer effort
- Shared service managers redesigning transactional work across sites
- Plant and logistics supervisors moving from firefighting to planned redesign

The greatest benefit comes when several managers from one operations division attend together, since they can align their idea pipelines and share experiment results.

## Continuous Process Innovation and Redesign Capabilities

The outcomes connect daily observation of work with deliberate choices about which processes to reinvent and how fast.

- Map a current process with its handovers, waits and rework loops — redesign priority setting
- Build an idea pipeline that captures, screens and ranks improvement proposals — frontline contributors
- Design a small controlled experiment with clear success measures — sponsors approving trials
- Weigh incremental improvement against radical redesign for each process — operations leadership
- Specify the conditions for scaling a proven change across sites — rollout planning
- Communicate redesign results in cost, time and customer terms — finance partners

## Key Continuous Process Innovation and Redesign Terms

- Process map — A visual sequence of the steps, decisions, handovers and waits that turn an input into an output.
- Idea pipeline — The route by which improvement proposals are captured, screened, tested and either scaled or closed.
- Process redesign — Rebuilding how work flows, often removing or combining steps, rather than polishing existing ones.
- Controlled experiment — A small, time-limited trial of a change with a comparison point and agreed success measures.
- Cycle time — The elapsed time from the start of a process instance to its completion, including waiting.
- Scaling readiness — The evidence and conditions showing a tested change can work reliably in other locations.

## Continuous Process Innovation and Redesign Day by Day

### Day 1: Seeing Processes as Customers Experience Them

- Customer Journey Walk — Spotting Where Effort and Delay Accumulate
- Current-State Process Map — Revealing Handovers, Waits and Rework Loops
- Cycle Time Sampling — Separating Working Time From Waiting Time
- Pain Point Heat Grid — Ranking Processes by Customer and Cost Impact
- Automation Opportunity Scan — Distinguishing Step Removal From Tool Overlay

### Day 2: Building the Idea Pipeline

- Frontline Idea Capture Routine — Making Suggestions Part of Every Shift
- Idea Screening Criteria — Filtering Proposals by Effort, Risk and Benefit
- Improvement Backlog Board — Keeping Visible Order Among Competing Proposals
- Cross-Unit Idea Exchange — Borrowing Proven Changes From Neighbouring Teams
- Recognition Practice — Sustaining Contributions Without Distorting Priorities

### Day 3: Redesigning Work Flows

- Future-State Process Map — Removing, Merging and Resequencing Steps
- Incremental Versus Radical Choice — Matching Ambition to Process Stability
- Role and Handover Redesign — Clarifying Who Owns Each Decision Point
- Exception Path Design — Handling Unusual Cases Without Slowing Normal Flow
- Redesign Impact Estimate — Projecting Time, Cost and Customer Effort Changes

### Day 4: Experimenting and Scaling

- Experiment Charter — Setting Hypothesis, Scope, Duration and Stop Rules
- Before-and-After Measurement — Comparing Results Fairly Across Trial Periods
- Experiment Review Meeting — Deciding to Adopt, Adapt or Abandon
- Scaling Readiness Checklist — Confirming Conditions Before Rollout to Other Sites
- Standard Work Update — Locking Proven Changes Into Daily Routines

## Day 5: Practising the Process Innovation Roadmap

- Priority Process Selection — Applying Day One Heat Grid Findings
- Pipeline Configuration — Tailoring Day Two Screening to the Unit
- Experiment Sequence Plan — Ordering Trials From Day Four Charters
- Sponsor Presentation Rehearsal — Requesting Time, Budget and Protection for Trials
- Process Innovation Roadmap — Final Priorities, Experiments and Scaling Milestones

## Applying Continuous Process Innovation and Redesign After the Course

- Map one high-friction process with its frontline team and agree two redesign options to test.
- Launch a controlled experiment using an experiment charter and report the result at the next operations review.

## Continuous Process Innovation and Redesign Questions FAQ

### What is continuous process innovation and redesign and why does it matter now?

It is the habit of regularly improving and reinventing how work flows, using idea pipelines, redesign and small experiments. It matters now because customer expectations and automation options change faster than occasional improvement projects can respond.

### Which roles gain most from continuous process innovation and redesign training?

Operations and improvement managers gain most, especially process owners, service delivery heads and shared service managers. You benefit if you are accountable for cycle time, customer effort or the cost of transactional work.

### How does continuous process innovation and redesign differ from a general innovation strategy course?

It works at the level of everyday processes rather than products or business models. An innovation strategy course sets direction for new offerings; this one shows you how to redesign, test and scale changes to the way existing work gets done.

### What do you bring back from continuous process innovation and redesign training?

You bring back a process innovation roadmap for your unit. It names priority processes, your idea pipeline rules, a sequence of experiments and scaling milestones, ready to agree with your sponsor.

## Continuous Process Innovation and Redesign: The Way Forward

The process innovation roadmap first informs which process receives the unit's next redesign experiment. Process owners, frontline teams and sponsoring directors use it to see what is being tested and why. After the first experiment closes, the screening criteria deserve another look, since results show which ideas were undervalued.