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COURSE BROCHURE

AI-Driven Process and Procedure Simplification Course

19 – 23 April 2027
Geneva

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Registered in the United Kingdom and Saudi Arabia

AI-Driven Process and Procedure Simplification Course

Ref: 762_28714 **Date:** 19 – 23 April 2027 **Location:** Geneva **Fees:** 7500 GBP

AI-driven process and procedure simplification is a 1-week training course for process owners, quality coordinators and administrative team leads in service organisations, who leave with an AI-Assisted Step Reduction Blueprint for one live process. Generative models and event-log mining now let a small team see every redundant hand-off, duplicate form field and idle approval in days rather than months. Jupiter Prime Training delivers this course on AI-driven process and procedure simplification.

Why AI-Driven Process and Procedure Simplification Matters Now

Three pressures meet here. Customers compare every service against the fastest app they use, so slow approvals cost loyalty. Staff spend hours on forms that repeat what the system already holds. And language models can now read a forty-page SOP, find conflicting instructions and draft a plain version in minutes, which changes who can redesign a procedure. Organisations that use these tools with discipline cut queues and errors; those that automate a confused process only make the confusion faster. The course draws on ISO/IEC 42001 for responsible AI management and the NIST AI Risk Management Framework AI RMF for checking model outputs before they reach staff.

Who Gains Most from AI-Driven Process and Procedure Simplification

- Process owners accountable for end-to-end turnaround of a service request
- Quality coordinators who maintain SOPs, work instructions and controlled forms
- Administrative leads who route approvals and manage back-office queues
- Improvement analysts who extract event logs and measure cycle time
- Shared-service supervisors who handle exceptions and rework

A shared-services or back-office unit gains most when the owner of a process and the people who run it daily attend together and redesign it as one group.

AI-Driven Process and Procedure Simplification Capabilities

Participants move from a tangled SOP and an event log to a shorter, clearer route that staff can follow and auditors can still trace.

- Apply process mining to event logs to expose loops and idle waits — process owner
- Assess each step, field and signature for its real purpose — quality coordinator
- Design prompts that rewrite SOPs in plain language without losing controls — document controller
- Test AI-drafted procedures with frontline staff before release — operations supervisors
- Calculate cycle-time and touch-time baselines and gains — service leadership
- Specify human checks on generated procedure text — risk and audit

Key AI-Driven Process and Procedure Simplification Terms

- Process mining — reconstructing the real flow of a process from system event logs, showing paths, loops and delays as they happened.
- Event log — a time-stamped record of each activity on a case, the raw input for process mining.
- Cycle time — elapsed time from request to completion, including every wait between steps.
- Touch time — the portion of cycle time when someone is actively working on the case.
- Approval chain — the ordered set of sign-offs a request passes through before it can proceed.
- Plain-language SOP — a standard operating procedure written in short, direct sentences that a new employee can follow without interpretation.

AI-Driven Process and Procedure Simplification Day by Day

Day 1: Where Service Processes Lose Time

- Service Request Lifecycle Mapping — Locating Hand-Offs That Stall Customers
- Cycle Time Versus Touch Time — Exposing Idle Waiting in Queues
- Generative AI Capabilities and Limits — What Models Can Safely Redraft
- ISO/IEC 42001 and NIST AI RMF — Guardrails for Procedure Automation
- Selecting a Candidate Process — Volume, Pain and Feasibility Criteria

Day 2: Mining the Real Flow

- Event Log Extraction From Case Systems — Fields Needed for Mining
- Process Mining Discovery Maps — Happy Path Against Real Variants
- Loop and Rework Detection — Root Causes of Returned Cases
- Bottleneck Ranking by Waiting Time — Where Redesign Pays Back
- AI Summaries of Mining Results — Briefing Process Owners Quickly

Day 3: Cutting Steps, Fields and Signatures

- Step Purpose Test — Keep, Merge, Automate or Remove Decisions
- Form Field Rationalisation With AI — Removing Data the System Holds
- Approval Threshold Redesign — Delegated Limits and Parallel Sign-Off
- Control Preservation Check — Keeping Audit Trail While Removing Steps
- Banking and Healthcare Back-Office Cases — Transferable Simplification Patterns

Day 4: Rewriting Procedures With Generative AI

- Prompt Patterns for SOP Redrafting — Structure, Tone and Reading Level
- Conflict and Ambiguity Detection — Clauses That Contradict Each Other
- Plain-Language Checklists and Decision Tables — Easier Frontline Use
- Frontline Usability Testing — Staff Trial of Draft Procedures
- Version Control for AI-Drafted Documents — Approval Before Publication

Day 5: Practising the AI-Assisted Step Reduction Blueprint

- Mining a Sample Event Log — Applying Day 2 Discovery Methods
- Redesigning the Approval Route — Using Day 3 Threshold Choices
- Redrafting the Core SOP — Applying Day 4 Prompt Patterns
- Cycle-Time Baseline and Target Setting — Evidence for Sponsors
- Completing the AI-Assisted Step Reduction Blueprint — Ready for Release

Applying AI-Driven Process and Procedure Simplification After the Course

- Extract one month of event logs for a high-volume service request, run a discovery map and present the top three loops to the process owner.
- Redraft one controlled SOP with the prompt patterns, test it with three frontline staff and submit it for approval.

AI-Driven Process and Procedure Simplification Questions FAQ

What is AI-driven process and procedure simplification and why does it matter now?

It is the use of process mining and generative AI to remove needless steps, fields and approvals and rewrite procedures in plain language. It matters now because these tools make redesign faster and customers expect quicker service.

Which roles gain most from AI-driven process and procedure simplification?

Process owners, quality coordinators, administrative leads, improvement analysts and shared-service supervisors gain most, especially those who own a slow, high-volume service request.

How does AI-driven process and procedure simplification differ from a longer simplification course?

It is a focused one-week route built around event-log mining and AI redrafting. A longer, method-led course covers redesign theory in more depth; this one concentrates on applying AI tools to one live process quickly.

What do you bring back from AI-driven process and procedure simplification training?

You bring back an AI-Assisted Step Reduction Blueprint for one real process, with a mined flow, a shorter approval route, a redrafted SOP and a cycle-time baseline.

AI-Driven Process and Procedure Simplification: The Way Forward

The AI-Assisted Step Reduction Blueprint first informs which approvals and form fields to remove in the next release of a service process. Process owners, quality coordinators and supervisors use it to agree the new route and publish the redrafted SOP. After the first month live, revisit the cycle-time data and ask whether removed steps have reappeared as informal workarounds.