



Business Process Improvement Masterclass

Leadership & Management

QGT-LEA-176 | Masterclass | 5 or 10 days | Online, classroom, in-house

Course overview

Business Process Improvement Masterclass is a senior-level masterclass on strategy and performance in Business Process Improvement. It covers the principles, the requirements of leading management research and international best practice, and the practical methods used on site, with case studies from operations in the Gulf, Africa and worldwide. Available online, in the classroom in 60 cities, or in-house.

What participants will be able to do

- Explain the principles, terminology and scope of Business Process Improvement
- Apply the relevant requirements of leading management research and international best practice
- Use practical tools, checklists and calculations with confidence
- Recognise common problems, risks and root causes and choose the right corrective action
- Build a business case and roadmap their leadership team can act on

Who should attend

Designed for executives, managers, team leaders and high-potential staff in senior and leadership roles.

Course outline (5 days)

Day 1: Strategic view of Business Process Improvement

Trends, regulation and what leading companies do differently

Day 2: Benchmarking and performance

KPIs, maturity models and gap analysis

Day 3: Lessons from major incidents and projects

Decision points that changed outcomes

Day 4: Leading the change

Building the business case, budget and team capability

Day 5: Masterclass forum

Expert panel, peer exchange and personal roadmap

What the 10-day edition adds

Day 6: Applied project, part 1 – Apply the week-one methods to a case from your organisation

Day 7: Data and digital tools – Software, spreadsheets and digital tools used in practice

Day 8: Lessons from incidents and audits – What investigations and audit findings teach

Day 9: Applied project, part 2 – Complete, test and refine your solution

Day 10: Presentations and final assessment – Present to the group and complete the final assessment

Fees (USD per participant)

Duration	Live online	Classroom	In-house
5 days	\$3,000	\$5,500	On quote
10 days	\$5,500	\$9,900	On quote

Fees include course material and certificate of completion; classroom fees include refreshments and lunch. In-house training is priced per group.

Dates and cities 2027–2030

Dates	City	Format	Duration	Fee
17–21 May 2027	Tunis	Classroom	5 days	\$5,500
20 Jun – 1 Jul 2027	Kuwait City	Classroom	10 days	\$9,900
28 Jun – 2 Jul 2027	Abu Dhabi	Classroom	5 days	\$5,500
23 Aug – 3 Sep 2027	Berlin	Classroom	10 days	\$9,900
6–10 Dec 2027	Online (live)	Online (live)	5 days	\$3,000
13–17 Mar 2028	Zurich	Classroom	5 days	\$5,500
20–31 Mar 2028	Geneva	Classroom	10 days	\$9,900
27–31 Mar 2028	Budapest	Classroom	5 days	\$5,500
14–25 Aug 2028	Accra	Classroom	10 days	\$9,900
13–17 Nov 2028	Online (live)	Online (live)	5 days	\$3,000
29 Jan – 2 Feb 2029	Johannesburg	Classroom	5 days	\$5,500
18 Feb – 1 Mar 2029	Erbil	Classroom	10 days	\$9,900
6–10 May 2029	Riyadh	Classroom	5 days	\$5,500
4–15 Jun 2029	Abu Dhabi	Classroom	10 days	\$9,900
26–30 Nov 2029	Online (live)	Online (live)	5 days	\$3,000
6–10 May 2030	Sharjah	Classroom	5 days	\$5,500
5–16 Aug 2030	Beirut	Classroom	10 days	\$9,900
30 Sep – 4 Oct 2030	Tunis	Classroom	5 days	\$5,500
20–31 Oct 2030	Kuwait City	Classroom	10 days	\$9,900
28 Oct – 1 Nov 2030	Online (live)	Online (live)	5 days	\$3,000

How to register

Register online or scan the code

<https://qimmatrainig.com/courses/business-process-improvement-masterclass/>

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