

Continuous Improvement for Process Automation

A one-day intensive programme designed to help Continuous Improvement practitioners, and others involved in process improvement, understand when, where and how robots can be employed to automate processes.

The objective of this one-day programme is to show through practical application how state-of-the-art techniques in business process automation using Robotic Process Automation (“RPA”) can be applied.

This is a fast-moving field which has exploded in the last few years and is peppered with expensive and sometimes painful learning experiences for organisations carrying it out. This programme distils this experience into a digestible form and provides key learning to grasp the potential of these systems and how to apply them.

In typical Catalyst style, this practical course will enable delegates to consider how, when and where the application of RPA would be most relevant in their organisations. The course draws on several real-world case studies.

The course demonstrates how the application of CI tools is highly relevant in a robotic process environment.

Who is the course for?

- You would like to learn about Robotic Process Automation (RPA), and how it fits with Lean /Lean Six Sigma and Change Management.
- Your organisation is, or is planning to, implement Robotic Process Automation solutions; how do these work in practice with CI and in particular a process thinking perspective?
- You want to understand the benefits of RPA, but also any pitfalls encountered in practice so you can avoid these issues in the first place.
- You want to hear from an instructor with real-world expertise, a highly skilled and experienced practitioner, both in RPA and Lean/Lean Six Sigma.
- You want to learn about Process Mining and how this can support/accelerate process improvement projects but also gain insight into how your automations are performing.

Outcomes for Your Business and Personal Development

- Gain a vital grounding in the principles and practice of RPA and how it can help your organisation become more efficient and effective.

- Separate the reality from the hype by understanding where to apply this approach so that it makes sense and provides benefit, rather than making a process worse through unintended or unforeseen outcomes.
- Be able to mitigate against some of the more common and expensive issues that can compromise your RPA programme.
- Understand the connections between RPA and Continuous Improvement so efforts in both are aligned and mutually supported, delivering value that benefits the organisation and its customers.

Delivery Style

This programme is delivered as a workshop style event with a blend of teaching, discussion, and interactive exercises of the methods and concepts being taught. Content is supported by short quizzes designed to engage and test understanding as it takes place.

How can I take this course?

- This course is currently being run as a virtual classroom instructor led programme using Zoom with breakout rooms and other hands-on technology solutions for interactive exercises

Support Pack

Each delegate will receive:

- A pdf copy of the training materials

Course Contents

Setting the Scene

- What is RPA and how does it work?
- Typical use cases
- Key trends for RPA
- A high-level view of benefits and potential failure modes

Case Study part 1 – an ‘insurance’ company example based on real-world situations

- Using elements from multiple applications: IBM Blueworks, Minitab, Celonis, Blue Prism
- Background and Business case
- What happened! The problem experienced

Process Mining

- How it works and how it helps in understanding, analysing and optimising process flows
- How process mining provides insight into the Case Study

Case Study part 2

- The key actors in the scenario and the interactions between them
- The As-is and To-Be processes developed by the automation programme
- Review and discussion of the process data
- Using Process to diagnose the situation
- Using data visuals and summary charts to understand and communicate the causes
- What was changed and what were the results

Wrap up and Discussion

- Recap, what have we seen?