

Technology Enabled Continuous Improvement 1 day

Overview

A one-day programme to help Continuous Improvement practitioners understand how they can exploit current advances in automation, AI and other technology solutions.

Introduction

This field has grown rapidly in recent years, often leading to costly and difficult learning experiences for organisations. This program simplifies these lessons, offering key insights to help you understand and effectively use these systems.

The aim of this one-day workshop is to explore the benefits of automation and AI for your business and teams, with an emphasis on practical applications rather than technical specifics.

It will provide the delegates with a better understand of the transformative impact of automation and AI on the roles of Continuous Improvement (CI) and change agents. It is more about exploration than mastery. It aims to make CI practitioners more comfortable with technology, sparking their curiosity to learn more. As change agents, this will enable them to better support your organization's business transformation journey.

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

Who is the course for?

- You would like to learn about Automation and AI, and how it fits with Lean /Lean Six Sigma and Change Management.
- 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.
- Your organisation is planning to start a digital transformation programme or to implement new digital solutions; how do these work in practice with CI and in particular a process thinking perspective?
- You want to hear from an instructor with real-world expertise, a highly skilled and experienced practitioner, both in Automation/AI and Lean/Lean Six Sigma.
- This course is a standard module in our Business Black Belt programme

Learning Outcomes

For your business

- Gain a vital grounding in the principles and practice of Automation and AI, and how it can help the organisations become more efficient and effective.
- Learn how to navigate the rapid advancements and guide the organisations in embracing both technological and behavioural changes.
- Understand the connections between Automation and AI and Continuous Improvement so efforts in both are aligned and mutually supported, delivering value that benefits the organisation and its customers.

For your personal development

- Make you feel more comfortable exploiting and exploring this technology world
- Develop your appetite to get to know more, so as change agent, you can better help your organisation in their business transformation journey

Course Delivery

In Company or Open Virtual classroom instructor led programme using Zoom with breakout rooms and other hands-on technology solutions for interactive exercises.

During the 1-day course, we will use a combination of:

- Discussion and opportunity for people to input their own experiences.
- Exercises to practise some of the areas covered.
- Short videos to illustrate concepts.

Support Pack

Each delegate will receive:

- A digital and pdf copy of the training materials
- A link to the Mural board used during the one-day course

Course Contents

The course is designed into 3 main parts:

1. **Origins and Evolution:** Uncover the fascinating history and context behind automation and AI's rise
 - 1.1. Why Technology enabled CI matters
 - 1.2. History of modern Technology and Business Process
2. **Exploration and Insight:** Discover, understand and research around technology enabled CI
 - 2.1. Automation (Process automation landscape, Robotic Process Automation -RPA , Benefits of RPA, Automated customer support)
 - 2.2. Process simulation modeling and Digital Twins
 - 2.3. Artificial Intelligence (Natural Language Processing – NLP, Predictive Analytics, Computer Vision)
3. **Real business application for CI practitioner:** Get hands-on and learn from real business Show & Tell
 - 3.1. Using Chat GPT, Google Gemini or other to help solve problems
 - 3.2. Potential of Microsoft platform & apps (e.g. Excel vs SharePoint Lists)
 - 3.3. Building digital improvement solutions
 - 3.4. Takeaways