

Process Improvement: From Analysis to Action

With this course, team members learn to proactively identify bottlenecks and weaknesses in workflows and processes, then design effective improvements that evolve with the organization. The result is empowered teams equipped to adapt and deliver value with confidence, rather than reacting to unpredictability.



On-demand

Duration:
2+ hours

Credential:
Microcredential

Languages:
English



Who it's for

- Professionals responsible for improving how work gets done
- Agile practitioners and scrum masters supporting team effectiveness
- Product owners, team leads, and delivery managers
- Business analysts and operations professionals
- Change agents driving continuous improvement initiatives
- Organizations seeking consistent, scalable process improvement



Why it matters for enterprises

Enterprise organizations depend on efficient, reliable processes, but improvement efforts often stall when there's neither a clear approach nor a way to measure the impact of the change. Process Improvement: From Analysis to Action helps teams move beyond surface-level fixes to understand root causes, implement the right changes, and prove their value with data. By building shared process improvement skills, organizations can reduce inefficiencies, support change adoption, and ensure improvements are sustained over time.



Key learning outcomes

- Analyze how work flows and identify sources of inefficiency
- Select appropriate process improvement approaches for different situations
- Design future-state processes that reduce friction and improve outcomes
- Prioritize improvement actions based on impact and effort
- Implement change with stakeholder alignment and clear communication
- Define and measure KPIs that demonstrate process improvement ROI
- Sustain improvements through standardization and continuous improvement practices

Course modules

1. Process Analysis
2. Implementing Change
3. Measuring and Sustaining Improvement

"Scrum Alliance courses are very organized and user-friendly."

— Scrum Alliance member

Interested in this course?
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