

# aractech

Global Learning for Operational Leaders

LEADERSHIP AND MANAGEMENT | LM-021

## Business Process Design for Strategic Management

### Contact

+31 85 7444446  
info@aractech.com  
<https://aractech.eu>

### Address

Waarderweg 50, 2031PB Haarlem - Netherlands.

# Course content

## Why Attend

Organizations need flexible and efficient processes that support strategy, innovation, and rapid response to change. Traditional work designs often create delays, silos, and limited accountability. Modern process design focuses on agility, problem-solving, and people-centered execution. This course provides participants with practical tools to redesign business processes, solve operational problems systematically, and build visual systems that improve performance.

## Course Methodology

- This course uses an interactive and practical approach through presentations, case studies, workshops, group discussions, practical modelling exercises, problem-solving activities, and real workplace examples.

## Course Objectives

- Understand modern principles of strategic process design
- Apply dynamic work design methods in agile environments
- Develop clear problem statements for improvement initiatives
- Use structured problem-solving techniques effectively
- Design human-centered workflows and operating models
- Apply visual management tools to improve execution

## Target Audience

- Operations Managers
- Business Analysts
- Process Improvement Professionals
- Strategy Managers

# Course outline

## Detailed course outline

Day-by-day outline for Business Process Design for Strategic Management.

### Day 1 - Dynamic Work Design for Modern Organisations

- Meaning of dynamic work design and its business value
- Why organizations need agile and adaptive work systems
- Aligning activities with strategic intent
- Connecting teams through triggers, controls, and accountability
- Structuring work for creativity and problem-solving
- Managing challenge levels for high performance

### Day 2 - Developing Effective Problem Statements

- Why problem statements are critical for strategic decisions
- Elements of strong problem statements
- Defining impact, scope, and measurable gaps
- Writing neutral and evidence-based statements
- Step-by-step method for building clear problem definitions
- Examples from successful organizations

# Course outline

## Detailed course outline

Day-by-day outline for Business Process Design for Strategic Management.

### Day 3 - Structured Problem Solving for Process Improvement

- Role of structured problem solving in work design
- Defining problems and generating solutions
- Evaluating options and selecting best actions
- Implementation planning and monitoring progress
- Building formal problem-solving documentation
- Root cause tools: Pareto, 5 Whys, Fishbone, Scatter Plot

### Day 4 - Human-Centred Work Design

- Designing work around people and performance needs
- Principles of employee-focused process design
- Customising workflows for different teams and environments
- Balancing efficiency, wellbeing, and engagement
- Case study: successful human-centred redesign
- Activity: Propose improvements using dynamic design principles

# Course outline

## Detailed course outline

Day-by-day outline for Business Process Design for Strategic Management.

## Day 5 - Visual Management for Strategic Execution

- Importance of visual management in process control
- Kanban boards and workflow visibility tools
- Andon systems for alerts and response
- Visual boards, dashboards, and information displays
- Best practices for effective visual communication
- Activity: Design a visual management board

# Seminar dates

## Available seminar dates

Live dates and pricing for Business Process Design for Strategic Management generated from the course details page.

Date	Location	Format	Fee
1 - 5 June 2026	Amsterdam	Classroom	€2,940
8 - 12 June 2026	Frankfurt	Classroom	€2,695
15 - 19 June 2026	Istanbul	Classroom	€2,695
6 - 10 July 2026	London	Classroom	€2,695
20 - 24 July 2026	Amsterdam	Classroom	€2,975
3 - 7 August 2026	London	Classroom	€2,695
10 - 14 August 2026	Barcelona	Classroom	€2,975

**Live online option**

Online delivery is available at €1,250.