



An ISO 9001:2015 & ISO 29990:2010 Certified Company

# Continuous Innovation & Process Improvement

Innovating through Radical and Incremental Change

08 - 12 September 2019

16 - 20 February 2020

Dubai, United Arab Emirates



United Nations  
Global Compact

# Continuous Innovation & Process Improvement

Innovating through Radical and Incremental Change

## Why Choose this Training Course?

To compete in a globalised world requires leaders and managers to constantly seek to meet their existing and future customers' needs and wants. The question "why me?" needs to be answered clearly. This requires innovation in products and services, as well as efficiency improvements and possibly new business models. The ideas behind continuous improvement were developed post-war in Japan and then imported into the US and Europe. Since then, new approaches, such as Lean and Six Sigma, have been introduced using statistical process control methods. In this AZTech training course, we explore different types of innovation as well as process improvement methods. Join us to gain exposure to ideas and techniques to enhance your existing and future business.

This AZTech training course will feature:

- How to deliver different types of innovation
- Principles and techniques of continuous improvement
- Leadership skills needed to support a culture of innovation
- Identifying drivers for change and innovation
- Skills and methods for delivering improvement

## Who is this Training Course for?

Executives, entrepreneurs, and managers who must lead innovation and deliver process improvements in a highly demanding, competitive environment are encouraged to attend this training course.

This AZTech training course is suitable to a wide range of professionals but will greatly benefit:

- Line and functional Managers, Team Leaders and Supervisors in organisations of all sizes
- Professionals responsible for strategy, marketing, business development, operations, HR, product development and other functional departments
- Project and programme management professionals
- Managers, team leaders and supervisors seeking improvements in efficiency and effectiveness of their business or unit
- Managers striving for improved quality in product

## How will this Training Course be Presented?

This AZTech training course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. This includes speaker input, facilitated discussion, syndicate work and practical exercises, videos, self-tests, all with an emphasis on delegate involvement throughout.



## COURSE SCHEDULE:

08 - 12 September 2019

16 - 20 February 2020

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## What are the Goals?

By the end of this AZTech training course, participants will be able to:

- Understand and apply continuous improvement methods and techniques
- Analyse problems and carry out improvements
- Identify need for innovation and select approach
- Set goals for improvement projects
- Incorporate evaluation and measurement into improvement plans



# THE COURSE CONTENT

## **DAY 01:** Introduction to Continuous Innovation and Process Improvement

- How change and learning occur
- Competitive advantages of innovating and delivering continuous improvements
- Performance improvement vs Innovation
- Encouraging creativity to deliver innovation
- Drivers of change
- Benefits of a systematic approach

## **DAY 02:** Problem Solving and Improvement

- Problem identification: simple and complex
- Distinguishing between incremental and radical change
- Process mapping – the value chain
- Creative techniques for generating ideas
- Brainstorming for problems or solutions
- de Bono and lateral thinking

## **DAY 03:** Planning for Change and Improvement

- Goal setting and prioritisation
- Fail Fast, Agile and experimental approaches
- Planning improvements
- Organisational structures: overcoming barriers
- Structure vs. trial and error
- Constructing roadmaps

## **DAY 04:** Evaluating Progress, Decision-making

- Review structure and process
- Performance metrics and measures
- Evaluating and comparing results
- Reporting
- Evaluating success and failure
- Lessons Learned

## **DAY 05:** Managing Risks, Incorporating Improvements

- Identifying risks and taking action
- How to manage unexpected events and obstacles
- Dealing with success and failure
- Operationalising new processes and cultures
- Leading by example
- Engaging, motivating and managing employees through constant change

### **THE CERTIFICATE:**

AZTech Certificate of Completion for delegates who attend and complete the training course

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DATE	VENUE	FEES(USD)
08 - 12 Sep 2019	Dubai - UAE	\$4,950
16 - 20 Feb 2020	Dubai - UAE	\$4,950

**REGISTER NOW**

This fee is inclusive of Documentation, Lunch and Refreshments and maybe subjected to 5% VAT.

**Complete & send by fax/mail to address given below.  
Please use BLOCK CAPITALS.**

## REGISTRATION DETAILS

FAMILY NAME:

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FIRST NAME:

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POSITION:

COMPANY:

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MAILING ADDRESS:

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TELEPHONE:

MOBILE:

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FAX:

EMAIL:

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## AUTHORISATION

AUTHORISE BY:

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POSITION:

EMAIL:

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TELEPHONE:

FAX:

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POSTAL ADDRESS:

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## MODE OF PAYMENT

- PLEASE INVOICE MY COMPANY
- PLEASE INVOICE ME
- PLEASE FIND ENCLOSED A CHEQUE PAYABLE TO AZTECH
- ONLINE / CREDIT CARD

## Hotel Accommodation

Hotel accommodation is not included in the Registration Fee. A reduced corporate rate and a limited number of rooms are available for attendees wishing to stay at the hotel venue. Please make your request for accommodation at least 3 weeks prior to the commencement of the course.

## Event Disclaimer

We reserve the right to cancel or postpone a seminar or related event, change venue, substitution of the Instructor and alter the course content at our sole discretion. If this occurs, our responsibility is limited to a refund of any registration fee(s) already paid. We are not responsible for airline tickets, hotels costs, other tickets or payments, or any similar fee penalties or related or unrelated losses, costs and/or expenses registrant may incur or have incurred as a result of any trip cancellations or changes.

## Cancellation & Substitution

You must notify the Registrar of cancellations at least 2 weeks before a scheduled seminar in order to be eligible for a credit. If you cannot attend, you may send a replacement from your organisation at no charge. There is a \$250 handling charge for all cancellations or rescheduling. We reserve the right to cancel a seminar due to low enrollment. All registrants will be notified in advance and a full refund will be provided upon request.

## 4 Ways to Register

Toll Free: 800-AZTECH

Telephone: +971 4 427 5400

Fax Number: +971 4 427 5401

Email Address: [info@aztechtraining.com](mailto:info@aztechtraining.com)

Visit our website: [www.aztechtraining.com](http://www.aztechtraining.com)

## Certification

AZTech Certificate of Completion for delegates who attend and complete the training course

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