

QUALITY & OPERATIONAL EXCELLENCE | COURSE BROCHURE

Process Ownership and Governance

5 days | Classroom training | English

SMART HORIZON

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Course content

Why attend

Processes that cross departments often have no single owner, so problems fall between teams. This course covers process ownership and governance: defining end-to-end processes, process owner roles, process performance measures, governance forums, managing process change and maturity assessment.

Clear process ownership is essential for sustained improvement. You will learn to establish ownership and governance that works.

Professional Problems This Course Is Designed to Solve

• Difficulty translating subject knowledge into practical workplace decisions.
• Inconsistent approaches to the activities covered in the course outline.
• Lack of a structured plan for applying and reviewing new skills.

Course methodology

Process architecture workshops, role design exercises, governance simulations and case studies.

Course objectives

By the end of this course, participants will be able to:
• Define end-to-end processes
• Establish process owner roles and responsibilities
• Set process performance measures
• Design process governance forums
• Manage process change
• Assess process maturity

Target audience

This course is suitable for:
• Process owners and managers
• Quality and excellence managers
• Business analysts
• Operations directors
• Transformation leaders



Course content

Target competencies

Participants will develop competencies in:

- Process architecture
- Role design
- Performance measurement
- Governance
- Change control

Course outline

Day 1: Process Management

09:00–10:08	End-to-end processes
10:08–11:00	Silos
11:00–11:30	**Coffee break**
11:30–11:45	Silos (continued)
11:45–12:53	Case studies
12:53–14:00	Exercise

Day 2: Ownership

09:00–10:08	Process owner role
10:08–11:00	Accountabilities
11:00–11:30	**Coffee break**
11:30–11:45	Accountabilities (continued)
11:45–12:53	Authority
12:53–14:00	Workshop

Day 3: Performance

09:00–10:08	Process measures
10:08–11:00	Targets
11:00–11:30	**Coffee break**



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11:30–11:45	Targets (continued)
11:45–12:53	Reviews
12:53–14:00	Exercise

Day 4: Governance

09:00–10:08	Governance forums
10:08–11:00	Change management
11:00–11:30	**Coffee break**
11:30–11:45	Change management (continued)
11:45–12:53	Standards
12:53–14:00	Simulation

Day 5: Maturity

09:00–10:08	Maturity models
10:08–11:00	Assessment
11:00–11:30	**Coffee break**
11:30–11:45	Assessment (continued)
11:45–12:53	Roadmap
12:53–14:00	Action plan

The timings provided are estimates and may vary depending on the number of participants and the discussions taking place during the sessions. They are indicative only and do not constitute a binding commitment.



Course content

Dates, venues and fees

Current published course plans. Fees are per participant in GBP, excluding unconfirmed taxes.

Venue	Start date	End date	Fee (GBP)
Istanbul Confirmed dates	23 Nov 2026	27 Nov 2026	**£2,650.–**
Online Confirmed dates	23 Nov 2026	27 Nov 2026	**£1,250.–**
Vienna Confirmed dates	7 Dec 2026	11 Dec 2026	**£2,940.–**
Online Confirmed dates	7 Dec 2026	11 Dec 2026	**£1,250.–**
Rome Confirmed dates	11 Jan 2027	15 Jan 2027	**£2,450.–**
Online Confirmed dates	11 Jan 2027	15 Jan 2027	**£1,250.–**
Barcelona Confirmed dates	1 Feb 2027	5 Feb 2027	**£2,840.–**
Online Confirmed dates	1 Feb 2027	5 Feb 2027	**£1,250.–**
London Confirmed dates	22 Feb 2027	26 Feb 2027	**£2,450.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Online Confirmed dates	22 Feb 2027	26 Feb 2027	**£1,250.–**
Dubai Confirmed dates	15 Mar 2027	19 Mar 2027	**£3,150.–**
Online Confirmed dates	15 Mar 2027	19 Mar 2027	**£1,250.–**
Rome Confirmed dates	29 Mar 2027	2 Apr 2027	**£2,450.–**
Online Confirmed dates	29 Mar 2027	2 Apr 2027	**£1,250.–**
Cape Town Confirmed dates	19 Apr 2027	23 Apr 2027	**£1,890.–**
Online Confirmed dates	19 Apr 2027	23 Apr 2027	**£1,250.–**
Barcelona Confirmed dates	10 May 2027	14 May 2027	**£2,840.–**
Online Confirmed dates	10 May 2027	14 May 2027	**£1,250.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Cape Town Confirmed dates	31 May 2027	4 Jun 2027	**£1,890.–**
Online Confirmed dates	31 May 2027	4 Jun 2027	**£1,250.–**
Kuala Lumpur Confirmed dates	21 Jun 2027	25 Jun 2027	**£1,450.–**
Online Confirmed dates	21 Jun 2027	25 Jun 2027	**£1,250.–**
Paris Confirmed dates	5 Jul 2027	9 Jul 2027	**£2,860.–**
Online Confirmed dates	5 Jul 2027	9 Jul 2027	**£1,250.–**
Cape Town Confirmed dates	26 Jul 2027	30 Jul 2027	**£1,890.–**
Online Confirmed dates	26 Jul 2027	30 Jul 2027	**£1,250.–**
Amsterdam Confirmed dates	16 Aug 2027	20 Aug 2027	**£2,540.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Online Confirmed dates	16 Aug 2027	20 Aug 2027	**£1,250.-**
Rome Confirmed dates	6 Sept 2027	10 Sept 2027	**£2,450.-**
Online Confirmed dates	6 Sept 2027	10 Sept 2027	**£1,250.-**
Dubai Confirmed dates	27 Sept 2027	1 Oct 2027	**£3,150.-**
Online Confirmed dates	27 Sept 2027	1 Oct 2027	**£1,250.-**
London Confirmed dates	11 Oct 2027	15 Oct 2027	**£2,450.-**
Online Confirmed dates	11 Oct 2027	15 Oct 2027	**£1,250.-**
Dubai Confirmed dates	1 Nov 2027	5 Nov 2027	**£3,150.-**
Online Confirmed dates	1 Nov 2027	5 Nov 2027	**£1,250.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Frankfurt Confirmed dates	22 Nov 2027	26 Nov 2027	**£2,650.-**
Online Confirmed dates	22 Nov 2027	26 Nov 2027	**£1,250.-**
Vienna Confirmed dates	13 Dec 2027	17 Dec 2027	**£2,940.-**
Online Confirmed dates	13 Dec 2027	17 Dec 2027	**£1,250.-**

Plan your next step

Dates, availability, exact venue, taxes, inclusions and payment terms require written confirmation. This brochure is not a quotation, registration, booking confirmation or visa invitation. Participants receive a Smart Horizon UK certificate of attendance; programmes are not externally accredited and do not award a professional qualification or designation. Confirm arrangements before booking travel.

For group or in-house training, contact our learning team to discuss your objectives and delivery arrangements.

Contact Smart Horizon

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View the latest course details online