

QUALITY & OPERATIONAL EXCELLENCE | COURSE BROCHURE

Workflow Automation for Process Improvement

5 days | Classroom training | English

SMART HORIZON

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Course content

Why attend

After processes are simplified, automation can remove remaining manual effort and errors. This course covers workflow automation for improvement teams: choosing what to automate, simplifying before automating, workflow and form tools, approval flows, integration basics, governance and measuring benefits.

Automating a bad process only makes it fail faster. You will learn to combine improvement and automation wisely.

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 selection exercises, automation design workshops, tool demonstrations and case studies.

Course objectives

By the end of this course, participants will be able to:
• Identify automation opportunities after process improvement
• Simplify processes before automating
• Design digital forms and approval workflows
• Understand integration options
• Govern automated workflows
• Measure automation benefits

Target audience

This course is suitable for:
• Process improvement practitioners
• Business analysts
• Operations managers
• Quality coordinators
• Digital transformation staff



Course content

Target competencies

Participants will develop competencies in:

- Opportunity selection
- Process simplification
- Workflow design
- Governance
- Benefit measurement

Course outline

Day 1: Automation and Improvement

09:00–10:08	Simplify then automate
10:08–11:00	Automation options
11:00–11:30	**Coffee break**
11:30–11:45	Automation options (continued)
11:45–12:53	Case studies
12:53–14:00	Exercise

Day 2: Selecting Opportunities

09:00–10:08	Criteria
10:08–11:00	Volume and errors
11:00–11:30	**Coffee break**
11:30–11:45	Volume and errors (continued)
11:45–12:53	Prioritisation
12:53–14:00	Workshop

Day 3: Designing Workflows

09:00–10:08	Forms
10:08–11:00	Approval flows
11:00–11:30	**Coffee break**



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11:30–11:45	Approval flows (continued)
11:45–12:53	Notifications
12:53–14:00	Exercise

Day 4: Integration and Governance

09:00–10:08	Integration basics
10:08–11:00	Security
11:00–11:30	**Coffee break**
11:30–11:45	Security (continued)
11:45–12:53	Ownership
12:53–14:00	Demonstration

Day 5: Benefits

09:00–10:08	Measuring time and errors
10:08–11:00	Adoption
11:00–11:30	**Coffee break**
11:30–11:45	Adoption (continued)
11:45–12:53	Scaling
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)
Cape Town Confirmed dates	16 Nov 2026	20 Nov 2026	**£1,890.–**
Online Confirmed dates	16 Nov 2026	20 Nov 2026	**£1,250.–**
Rome Confirmed dates	7 Dec 2026	11 Dec 2026	**£2,450.–**
Online Confirmed dates	7 Dec 2026	11 Dec 2026	**£1,250.–**
Cape Town Confirmed dates	4 Jan 2027	8 Jan 2027	**£1,890.–**
Online Confirmed dates	4 Jan 2027	8 Jan 2027	**£1,250.–**
Dubai Confirmed dates	25 Jan 2027	29 Jan 2027	**£3,150.–**
Online Confirmed dates	25 Jan 2027	29 Jan 2027	**£1,250.–**
Kuala Lumpur Confirmed dates	15 Feb 2027	19 Feb 2027	**£1,450.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Online Confirmed dates	15 Feb 2027	19 Feb 2027	**£1,250.–**
Istanbul Confirmed dates	8 Mar 2027	12 Mar 2027	**£2,650.–**
Online Confirmed dates	8 Mar 2027	12 Mar 2027	**£1,250.–**
Amsterdam Confirmed dates	29 Mar 2027	2 Apr 2027	**£2,540.–**
Online Confirmed dates	29 Mar 2027	2 Apr 2027	**£1,250.–**
Rome Confirmed dates	12 Apr 2027	16 Apr 2027	**£2,450.–**
Online Confirmed dates	12 Apr 2027	16 Apr 2027	**£1,250.–**
Vienna Confirmed dates	3 May 2027	7 May 2027	**£2,940.–**
Online Confirmed dates	3 May 2027	7 May 2027	**£1,250.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Rome Confirmed dates	24 May 2027	28 May 2027	**£2,450.-**
Online Confirmed dates	24 May 2027	28 May 2027	**£1,250.-**
Vienna Confirmed dates	14 Jun 2027	18 Jun 2027	**£2,940.-**
Online Confirmed dates	14 Jun 2027	18 Jun 2027	**£1,250.-**
Barcelona Confirmed dates	5 Jul 2027	9 Jul 2027	**£2,840.-**
Online Confirmed dates	5 Jul 2027	9 Jul 2027	**£1,250.-**
Dubai Confirmed dates	19 Jul 2027	23 Jul 2027	**£3,150.-**
Online Confirmed dates	19 Jul 2027	23 Jul 2027	**£1,250.-**
Paris Confirmed dates	9 Aug 2027	13 Aug 2027	**£2,860.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Online Confirmed dates	9 Aug 2027	13 Aug 2027	**£1,250.-**
London Confirmed dates	30 Aug 2027	3 Sept 2027	**£2,450.-**
Online Confirmed dates	30 Aug 2027	3 Sept 2027	**£1,250.-**
Frankfurt Confirmed dates	20 Sept 2027	24 Sept 2027	**£2,650.-**
Online Confirmed dates	20 Sept 2027	24 Sept 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.-**
Cape Town Confirmed dates	25 Oct 2027	29 Oct 2027	**£1,890.-**
Online Confirmed dates	25 Oct 2027	29 Oct 2027	**£1,250.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Barcelona Confirmed dates	15 Nov 2027	19 Nov 2027	**£2,840.-**
Online Confirmed dates	15 Nov 2027	19 Nov 2027	**£1,250.-**
Dubai Confirmed dates	6 Dec 2027	10 Dec 2027	**£3,150.-**
Online Confirmed dates	6 Dec 2027	10 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