

CONTINUOUS INNOVATION AND PROCESS IMPROVEMENT

Kigali - Rwanda
14 - Dec 2026 - 18 - Dec 2026
\$5,500



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Introduction

Continuous innovation and process improvement are essential drivers of organizational success in competitive and fast-changing business environments. Companies that actively embrace innovation and regularly refine their processes gain greater efficiency, improve service delivery, and enhance customer satisfaction. This course provides participants with the tools, techniques, and mindset needed to create a culture of innovation while identifying and implementing process improvements that drive sustainable growth. With a blend of practical strategies and real-world insights, attendees will gain actionable skills to lead innovation efforts and continuously improve operations in their departments and organizations.

Continuous Innovation and Process Improvement Course Objectives:

- Understand the key principles of continuous innovation and why it is vital for organizational agility.
- Learn how to assess, analyze, and redesign business processes for better outcomes.
- Explore innovation models, frameworks, and their practical application.
- Identify areas for improvement using Lean, Six Sigma, and Kaizen methods.
- Develop strategic thinking to lead process improvements aligned with organizational goals.
- Master tools to generate, test, and implement innovative solutions effectively.
- Learn how to overcome resistance and build a culture that supports innovation.
- Translate process gaps into actionable improvement plans.
- Improve collaboration between teams to boost performance and quality.
- Equip participants to create innovation roadmaps for sustainable business impact.



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Course Methodology:

This course uses a mix of interactive lectures, group discussions, practical exercises, real-life case studies, and innovation labs to ensure participants can apply the concepts in their workplace.

Who Should Take This Course:

- Department heads and team leaders
- Quality and process improvement professionals
- Innovation officers and project managers
- Business analysts and operations managers
- Professionals seeking to drive change and efficiency

Continuous Innovation and Process Improvement Course Outlines:

Day 1: Foundations of Innovation and Process Excellence

- Defining innovation and its role in business success
- Exploring the link between innovation and process improvement
- Overview of continuous improvement principles
- Identifying innovation opportunities across the value chain
- Introduction to process thinking and performance metrics



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Day 2: Process Analysis and Problem Identification

- Mapping current processes using flowcharts and SIPOC
- Understanding bottlenecks, waste, and inefficiencies
- Root cause analysis tools (Fishbone, 5 Whys, Pareto)
- Setting SMART improvement goals
- Aligning improvements with organizational strategy

Day 3: Tools for Continuous Improvement

- Lean and Six Sigma fundamentals
- Kaizen for daily continuous improvement
- Innovation tools: Brainstorming, SCAMPER, TRIZ
- Prioritizing solutions using impact-effort matrix
- Managing innovation projects

Day 4: Implementation and Change Management

- Planning and piloting process improvements
- Stakeholder engagement strategies
- Overcoming resistance to change
- Communication and training for adoption
- Monitoring and evaluating success metrics

Day 5: Sustaining Innovation and Driving Future Growth

- Building a culture of innovation and accountability



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- Embedding continuous improvement into daily operations
- Leadership roles in sustaining momentum
- Creating innovation roadmaps and dashboards
- Final group presentations and action planning

Conclusion

By successfully completing the Continuous Innovation and Process Improvement course with Gentex Training Center, participants will gain a strong foundation in driving innovation, analyzing and improving processes, and sustaining change for long-term organizational performance. They will return to their roles with the confidence and tools needed to lead innovation and operational excellence initiatives.

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