

HR OPERATIONS AND PROCESS EXCELLENCE



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TRAINING CENTER



Introduction

The HR Operations and Process Excellence Training Course helps HR professionals streamline daily operations and build efficient, scalable processes. Strong HR operations form the backbone of every effective people function, from onboarding to payroll administration. This course covers process mapping, service delivery models, and quality improvement techniques tailored for HR teams. Furthermore, participants learn how to reduce administrative burden through automation and standardized workflows. As a result, learners gain practical tools to improve accuracy, compliance, and employee satisfaction. The program blends operational theory with hands-on exercises, preparing HR practitioners to run smoother, more responsive HR departments.

HR Operations and Process Excellence Course Objectives

- Apply process mapping techniques to visualize HR workflows
- Design efficient HR service delivery models, including shared services
- Use root cause analysis to resolve recurring HR process issues
- Apply Lean and Six Sigma principles to reduce waste in HR operations
- Standardize onboarding, offboarding, and employee data management processes
- Build HR service level agreements (SLAs) to measure performance
- Apply automation tools to streamline payroll and benefits administration
- Design HR case management systems for employee inquiries
- Apply quality control checkpoints across core HR transactions
- Measure HR operational efficiency using key performance indicators

Course Methodology

- Interactive workshops combining HR operations theory with process case studies

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- Hands-on exercises in process mapping and workflow redesign
- Group discussions analyzing real HR service delivery challenges
- Practical simulations using root cause analysis and Lean tools
- Expert-led sessions on HR automation and case management systems
- Continuous feedback through applied process improvement exercises

Who Should Take This Course

- HR operations managers and officers
- HR shared services professionals
- Payroll and benefits administrators
- HR business partners
- HR service delivery specialists
- Process improvement professionals within HR
- Department heads overseeing HR administration
- Professionals transitioning into HR operations roles

HR Operations and Process Excellence Course Outlines

Day 1: Foundations of HR Operations

- Overview of HR operations and service delivery models
- Role of HR shared services centers
- Key HR operational metrics and terminology
- Introduction to HR case management systems
- Aligning HR operations with business strategy
- Data governance in HR operations
- Case study: HR operations transformation



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Day 2: Process Mapping and Workflow Design

- Introduction to process mapping techniques
- Identifying bottlenecks in HR workflows
- Standardizing onboarding and offboarding processes
- Employee data lifecycle management
- Designing efficient approval workflows
- Building process documentation standards
- Practical exercise: mapping an HR process

Day 3: Quality Improvement and Lean Principles

- Introduction to Lean and Six Sigma for HR
- Root cause analysis techniques
- Reducing waste in HR administrative tasks
- Building quality control checkpoints
- Continuous improvement culture in HR teams
- Measuring process quality with KPIs
- Group activity: root cause analysis exercise

Day 4: HR Service Delivery and SLAs

- Designing HR service level agreements (SLAs)
- Building tiered HR support models
- Managing employee inquiries through case management
- Payroll and benefits process optimization
- Vendor and outsourcing management in HR operations
- Measuring service delivery performance
- Case study: improving HR response times

Day 5: Automation and Operational Excellence



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- Introduction to HR process automation tools
- Automating payroll, leave, and benefits administration
- Digitizing employee records and documentation
- Change management for process automation
- Building an HR operations improvement roadmap
- Final project: designing a process improvement plan
- Course review and closing discussion

Conclusion

By successfully completing the HR Operations and Process Excellence Training Course, participants will have acquired practical skills in process mapping, service delivery design, and operational quality improvement. They will understand how to apply Lean principles, build SLAs, and automate routine HR tasks to boost efficiency. In addition, participants will strengthen their ability to reduce errors and improve employee satisfaction through streamlined processes. Gentex Training Center equips learners with the operational expertise needed to run modern, high-performing HR functions.

FAQs for the HR Operations and Process Excellence course

Q1 What is the "HR Operations and Process Excellence" course about?

This course teaches HR professionals how to design efficient processes and service delivery models across the employee lifecycle. Participants learn to map workflows, apply quality improvement techniques, and automate routine tasks to strengthen HR operational performance.

Q2 What are the key benefits of the "HR Operations and Process Excellence" course?



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Participants gain the ability to reduce administrative errors, speed up service delivery, and improve employee satisfaction through standardized processes. Furthermore, they strengthen their capacity to run cost-effective, scalable HR operations across their organizations.

Q3 What skills will I gain from the "HR Operations and Process Excellence" course?

Learners develop skills in process mapping, Lean-based quality improvement, HR service level agreement design, and operations automation. These skills allow participants to build reliable, efficient HR processes that support broader business goals.

Q4 What tools, methods, or standards are covered in the "HR Operations and Process Excellence" course?

The course covers process mapping techniques, Lean and Six Sigma principles, root cause analysis, HR case management systems, and service level agreements (SLAs). These tools help participants build consistent, high-quality HR operations.

Q5 How is the "HR Operations and Process Excellence" course applied in real-world practice?

Participants apply process mapping and automation tools to redesign onboarding, payroll, and case management workflows using real scenarios. As a result, they can immediately introduce efficiency improvements within their own HR departments.

