

Course No. 1718

Government Process Reengineering & Service Improvement Training Course

GOVERNMENT TRANSFORMATION & CHANGE MANAGEMENT
GOVERNMENT & PUBLIC SECTOR

DURATION

5 Days

DELIVERY

Classroom



Course Overview

The Government Process Reengineering & Service Improvement Training Course provides a comprehensive and practical framework for analyzing, redesigning, simplifying, and improving government processes to enhance operational efficiency, service quality, customer experience, and institutional performance. The course focuses on moving organizations from complex and fragmented procedures toward streamlined, integrated, measurable, and technology-enabled processes.

Government entities often face challenges related to complex procedures, excessive approvals, duplicated activities, unclear responsibilities, fragmented workflows, and disconnected systems. Business Process Reengineering provides a structured approach to eliminating non-value-adding activities, reducing service delivery time, optimizing resources, and strengthening collaboration across departments and government entities.

The program covers current-state process analysis, process mapping, workflow analysis, identification of bottlenecks and root causes, future-state process design, procedure simplification, service journey improvement, automation opportunities, digital integration, and performance measurement. Participants will learn how to connect process improvement initiatives with strategic objectives and measurable service outcomes.

A strong emphasis is placed on integrating process reengineering with government service improvement. The course goes beyond reducing the number of process steps by addressing the complete customer journey, improving service touchpoints, clarifying roles and responsibilities, strengthening cross-functional integration, and creating more efficient service delivery models. Change management and organizational adoption are also addressed to support successful implementation.

Through case studies, practical exercises, process mapping workshops, current-state and future-state analysis, and service improvement projects, participants will develop the capabilities required to evaluate government processes, redesign workflows, develop implementation roadmaps, and measure improvement results, supporting operational excellence and higher-quality public services.

Objectives

- Analyze the principles of government process reengineering and their contribution to public-sector performance improvement.
- Evaluate existing government processes and identify complexity, duplication, inefficiency, and non-value-adding activities.
- Apply process mapping and workflow analysis techniques to identify bottlenecks and sources of delay.
- Design simplified future-state processes focused on outcomes, efficiency, and customer needs.
- Develop customer journey maps and identify opportunities to improve service touchpoints.
- Apply procedure simplification and standardization principles to reduce operational barriers.
- Identify opportunities for automation, digitalization, and integration across government systems and entities.
- Design performance indicators to measure process efficiency, service quality, and delivery time.
- Develop practical implementation plans for process reengineering and service improvement initiatives.
- Manage organizational change and resistance associated with redesigned government processes.
- Evaluate the operational, financial, and service impact of process improvement initiatives.
- Establish a sustainable framework for continuous process and government service improvement.

Who Should Attend

This training course is designed for Government Operations Managers, Service Development Managers, Process Improvement Managers, Business Process Specialists, Organizational Excellence Professionals, Quality Managers, and professionals responsible for operational efficiency and service development. It is also suitable for professionals working in strategy, transformation, excellence, project management, and performance management offices.

The program is particularly relevant to managers and specialists in ministries, government authorities, municipalities, and public-sector organizations responsible for delivering services to citizens, residents, businesses, and other stakeholders. It is also valuable for professionals managing regulatory, administrative, operational, financial, digital, and cross-functional government processes.

The course will benefit executives, department heads, digital transformation leaders, customer experience professionals, service design specialists, and decision makers seeking to simplify procedures, improve service delivery, reduce operational complexity, strengthen organizational integration, and achieve measurable improvements in government performance.

Learning Outcomes

- Analyze existing government processes and identify inefficiencies, bottlenecks, and performance gaps.
- Develop clear current-state process maps and workflow documentation.
- Identify duplicated, unnecessary, and non-value-adding activities within government processes.
- Analyze customer journeys and identify pain points and opportunities for service improvement.
- Design efficient future-state processes aligned with organizational and service objectives.
- Apply process simplification and standardization techniques to improve operational efficiency.
- Redesign roles, responsibilities, approvals, and process handoffs to improve accountability and flow.
- Identify opportunities for automation, digitalization, and system integration.
- Develop performance indicators for measuring process efficiency, service quality, and customer experience.
- Prepare implementation roadmaps for process reengineering and service improvement initiatives.
- Assess the organizational and operational impact of proposed process changes.
- Apply change management techniques to support adoption of redesigned processes.
- Establish continuous improvement mechanisms for monitoring and optimizing government processes.

Course Outline

DAY 01

Government Process Reengineering Foundations & Service Improvement

- Principles and objectives of Government Process Reengineering
- Business Process Reengineering versus continuous process improvement
- Drivers of process transformation in government organizations
- Linking processes with organizational strategy and performance
- Principles of citizen- and customer-centered government processes
- Identifying priority processes for reengineering

PRACTICAL APPLICATION

Select a government process and define its reengineering objectives and improvement priorities

DAY 02

Current-State Process Analysis & Improvement Opportunities

- Analyzing existing government processes and procedures
- Process mapping and workflow documentation
- Identifying bottlenecks, duplication, unnecessary steps, and non-value-adding activities
- Root-cause analysis of delays, errors, and rework
- Analyzing responsibilities and handoffs between departments and entities
- Measuring process cycle time, efficiency, and service performance

PRACTICAL APPLICATION

Develop a current-state process map and identify key performance gaps and improvement opportunities

DAY 03**Future-State Process Design & Customer Experience**

- Principles of future-state process design
- Simplifying procedures and reducing unnecessary steps and approvals
- Redesigning the customer and citizen service journey
- Standardizing procedures, forms, requirements, and service processes
- Redesigning roles, responsibilities, authorities, and process ownership
- Designing integrated cross-government processes

PRACTICAL APPLICATION

Design a future-state government process and redesign the customer service journey

DAY 04**Digital Transformation, Automation & Performance Measurement**

- Identifying automation and digitalization opportunities
- Process integration across government systems and entities
- Using technology to improve service speed, accessibility, and quality
- Designing Key Performance Indicators for processes and services
- Measuring cycle time, efficiency, quality, cost, and customer experience
- Process dashboards and performance reporting

PRACTICAL APPLICATION

Develop a process performance framework and digital improvement plan for a government service

DAY 05**Reengineering Implementation & Continuous Improvement**

- Developing a process reengineering implementation roadmap
- Managing organizational change and resistance

DAY 05 — CONTINUED

- Managing implementation risks and operational challenges
- Defining responsibilities, resources, milestones, and implementation priorities
- Measuring the impact of process improvements
- Establishing a culture of continuous improvement and operational excellence

FINAL WORKSHOP

Develop a complete Government Process Reengineering & Service Improvement project covering current-state analysis, process mapping, problem identification, customer journey analysis, future-state design, procedure simplification, digitalization and automation, performance indicators, implementation planning, change management, impact measurement, and continuous improvement.

Register or Request More Information

Course page: <https://quest-training.com/courses/government-process-reengineering-service-improvement-training-course>

Website: <https://quest-training.com>

Email: info@quest-training.com

Phone: +905016771440