

Course No. 2068

HR Operations Excellence & Process Improvement Training Course

HR OPERATIONS & SERVICE EXCELLENCE
HUMAN RESOURCES & TALENT MANAGEMENT

DURATION

5 Days

DELIVERY

Classroom



Course Overview

This comprehensive training course provides a practical and strategic framework for achieving operational excellence within Human Resources. It focuses on improving the efficiency, quality, consistency, and responsiveness of HR operations while ensuring that processes remain aligned with organizational requirements and employee needs.

Participants will explore how to assess and optimize core HR processes across the employee lifecycle, including recruitment administration, onboarding, employee records, attendance, leave, performance administration, employee services, HR documentation, and offboarding. The programme emphasizes process standardization, service quality, workflow efficiency, and effective coordination between HR and other organizational functions.

The course introduces practical approaches to process mapping, root cause analysis, waste reduction, workflow redesign, service-level management, automation opportunities, and continuous improvement. Participants will learn how to identify operational bottlenecks and develop solutions that reduce processing time, improve accuracy, and enhance the overall employee experience.

Through practical exercises, case studies, process analysis, and improvement workshops, participants will develop an integrated approach to HR operations excellence that supports better service delivery, stronger governance, improved employee experience, and sustainable operational performance.

Objectives

- By the end of the course, participants will be able to:
- Analyze existing HR operational processes and identify performance gaps.
- Evaluate HR service delivery against organizational and employee requirements.
- Map and document core HR processes across the employee lifecycle.
- Identify operational bottlenecks, duplication, delays, and process inefficiencies.
- Apply structured process improvement and root cause analysis techniques.
- Standardize HR procedures to improve consistency and service quality.
- Develop streamlined workflows that reduce processing time and administrative effort.

- Improve coordination between HR operations and other organizational functions.
- Identify suitable opportunities for HR process automation and digitalization.
- Establish service-level measures and operational performance indicators.
- Develop continuous improvement mechanisms for HR service delivery.
- Design an actionable HR operations excellence and process improvement roadmap.

Who Should Attend

This course is designed for HR Directors, HR Managers, HR Operations Managers, HR Operations Specialists, HR Administrators, HR Business Partners, Employee Services Professionals, and Shared Services Professionals.

It is also suitable for professionals responsible for HR process management, employee lifecycle administration, HR service delivery, HR systems, workflow management, organizational development, quality improvement, and digital HR transformation.

The programme is particularly relevant for managers and decision makers seeking to standardize HR operations, improve service efficiency, reduce administrative workload, strengthen process governance, enhance employee experience, and establish a culture of continuous improvement.

Learning Outcomes

- Upon successful completion of this course, participants will be able to:
- Assess the operational maturity of HR processes and service delivery.
- Document and analyze HR processes using structured process mapping techniques.
- Identify inefficiencies, bottlenecks, duplication, and unnecessary process steps.
- Conduct root cause analysis of recurring HR operational problems.
- Redesign HR workflows to improve efficiency and service quality.
- Establish standardized procedures and process documentation.
- Improve HR service delivery and response times.
- Define appropriate service-level measures for HR operations.
- Identify processes suitable for automation and digital improvement.

- Develop HR operational dashboards and performance indicators.
- Establish continuous improvement practices within HR operations.
- Build and implement an HR operations excellence improvement plan.

Course Outline

DAY 01

HR Operations Excellence & Service Delivery

- Fundamentals of HR operational excellence
- The strategic role of HR operations
- HR service delivery models
- Employee lifecycle and HR operational processes
- Assessing HR operational maturity
- HR service quality and employee expectations
- Roles, responsibilities, and process ownership
- Common challenges in HR operations

PRACTICAL APPLICATION

Assessing the current HR operations environment

DAY 02

HR Process Mapping, Analysis & Standardization

- Fundamentals of HR process management
- Process mapping and documentation techniques
- Identifying process inputs, activities, outputs, and owners
- Analyzing process dependencies and handoffs
- Identifying bottlenecks and duplicated activities
- Standard operating procedures and process controls
- Process standardization across departments and locations
- Document management and process governance

DAY 02 — CONTINUED

WORKSHOP

Mapping and analyzing a core HR process

DAY 03

HR Process Improvement & Operational Efficiency

- Principles of continuous process improvement
- Root cause analysis techniques
- Identifying process waste and inefficiencies
- Reducing processing time and administrative workload
- Workflow redesign and simplification
- Improving HR approvals and internal controls
- Managing process changes and stakeholder requirements
- Measuring process improvement results

PRACTICAL APPLICATION

Redesigning an inefficient HR process

DAY 04

HR Digitalization, Automation & Performance Management

- Digital transformation of HR operations
- Identifying HR processes suitable for automation
- Workflow automation and employee self-service
- HR systems and process integration
- Data accuracy and operational controls
- HR service-level agreements and performance standards
- HR operational indicators and dashboards
- Monitoring service quality and process performance

DAY 04 — CONTINUED

WORKSHOP

Developing an HR operations performance framework

DAY 05

HR Operations Governance & Continuous Improvement

- HR operations governance and process ownership
- Building a culture of operational excellence
- Prioritizing HR process improvement initiatives
- Managing operational risks and compliance requirements
- Continuous improvement frameworks
- Benchmarking HR operational performance
- Measuring efficiency, quality, and employee experience
- Developing an HR operations improvement roadmap
- Final Integrated Workshop: Developing a comprehensive HR Operations Excellence and Process Improvement roadmap for organizational implementation.

Register or Request More Information

Course page: <https://quest-training.com/courses/hr-operations-excellence-process-improvement-training-course>

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