MERCURY

AI-Driven Process Improvement

4 – 8 October 2027
Paris (France)



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Ref: 121727_1081723 **Date:** 4 – 8 October 2027 **Location:** Paris (France) **Fees:** 6900 Euro

Introduction

The AI-Driven Process Improvement course focuses on enhancing organizational performance through intelligent technologies. It explains how artificial intelligence transforms traditional workflows into optimized digital systems. It explores how data-driven decisions improve efficiency and reduce operational waste. The program highlights the role of automation in accelerating business outcomes across departments. Participants learn how predictive insights reshape process accuracy and performance. It builds a strong foundation for applying AI in continuous operational enhancement.

Targeted Groups

This AI-Driven Process Improvement training targets professionals seeking knowledge and skills:

- Process improvement specialists.
- Operations managers in enterprises.
- Business analysts in digital roles.
- Quality assurance professionals.
- IT and automation teams.
- Data analysts and engineers.
- Transformation and strategy officers.
- Project management professionals.

Course Objectives

Participants will achieve the following objectives by completing the AI-Driven Process Improvement course:

- Understand AI principles in operational workflows.
- Identify process inefficiencies using data analysis.
- Apply AI tools to optimize processes.
- Improve workflow automation using intelligent systems.
- Evaluate performance through predictive analytics models.
- Develop strategies for business process improvement using AI.
- Enhance decision-making with real-time data insights.
- Design scalable AI-driven efficiency frameworks.
- Support digital transformation process improvement initiatives.

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Targeted Competencies

Participants will gain the following competencies during the AI-Driven Process Improvement program:

- Ability to analyze operational workflows using AI tools.
- Skills in identifying inefficiencies and improvement opportunities.
- Competence in machine learning process optimization applications.
- Understanding of AI workflow automation implementation methods.
- Capability in interpreting predictive analytics in operations.
- Skills in designing intelligent process improvement models.

Studying Scenarios

In this AI-Driven Process Improvement training, participants develop skills through the following scenarios:

- Improving a slow approval workflow using AI automation tools.
- Detecting bottlenecks in service operations through predictive analytics.
- Redesigning customer support processes using intelligent chat systems.
- Enhancing production efficiency using machine learning models.
- Optimizing financial reporting cycles with AI-driven dashboards.

Course Content

Unit 1: Foundations of AI-Driven Process Improvement

- Introduction to AI in modern business operations.
- Understanding process optimization using AI concepts.
- Overview of digital transformation process improvement strategies.
- Key principles of intelligent process optimization systems.
- Role of AI in business process improvement: AI frameworks.
- Core concepts of data-driven decision-making in organizations.
- Evolution from traditional to AI-powered workflows.
- Importance of AI-driven efficiency in competitive markets.

Unit 2: Process Analysis and Opportunity Identification

- Mapping organizational workflows for AI integration.
- Identifying inefficiencies in operational processes.
- Using data to detect performance gaps.
- Applying analytics for process visibility improvement.
- Evaluating workflow bottlenecks using AI insights.
- Prioritizing processes for optimization impact.
- Understanding root cause analysis with AI support.
- Linking process data to operational outcomes.

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Unit 3: AI Tools and Workflow Automation

- Introduction to AI workflow automation platforms.
- Using machine learning process optimization tools.
- Automating repetitive business tasks using AI systems.
- Integrating AI tools into existing workflows.
- Enhancing productivity through intelligent automation.
- Configuring AI systems for operational tasks.
- Managing digital workflows using AI assistants.
- Improving task accuracy through automation logic.

Unit 4: Predictive Analytics and Performance Optimization

- Understanding predictive analytics in operations.
- Forecasting process performance using AI models.
- Applying data patterns for decision optimization.
- Monitoring key performance indicators using AI tools.
- Enhancing operational forecasting accuracy.
- Using AI dashboards for real-time insights.
- Improving resource allocation through predictions.
- Strengthening operational control through analytics.

Unit 5: Implementation and Continuous Improvement

- Designing AI-based improvement strategies.
- Implementing scalable AI process frameworks.
- Measuring the success of AI-driven efficiency initiatives.
- Managing change in digital transformation projects.
- Ensuring continuous process optimization cycles.
- Aligning AI solutions with business goals.
- Sustaining long-term process improvement systems.
- Building a culture of intelligent operational excellence.

Final Insights & Key Takeaways

AI-driven systems reshape how organizations analyze, optimize, and automate processes for sustainable growth. Mastery of intelligent optimization tools enables continuous improvement and long-term operational excellence.