

Technology Enabled Continuous Improvement

1 day

A practical workshop exploring the intersection of Continuous Improvement, automation and AI, and what it means for practitioners today.

Automation and AI are changing how organisations work, make decisions and improve. This practical one-day workshop is designed to help Continuous Improvement practitioners understand the technologies shaping the current landscape, where they fit within Continuous Improvement and how to engage with them confidently and critically.

The programme cuts through hype to give grounded view of how AI, automation and related technologies are evolving, what they can realistically support, and where caution is needed. Rather than aiming to make participants technical specialists, it is designed to help improvement professionals become more informed, more capable in conversation, and better equipped to spot practical opportunities for application in their own organisations.

Alongside the technology itself, the course explores the implications for CI practice: how AI can support problem solving and process improvement, how Lean and Six Sigma thinking can strengthen AI adoption, and what safeguards are needed to manage quality, risk and accountability.

What You'll Learn

By the end of this programme, you will be able to:

- Explain the development and practical role of automation, AI and agent-based tools in a Continuous Improvement context
- Understand, at a practical level, how large language models work, where they are useful and where their limitations matter
- Recognise the main risks associated with AI use, including hallucination, weak process knowledge, confidentiality concerns, skill erosion and over-trust
- Identify where AI can support Continuous Improvement activity and where human judgement remains essential
- Explore how AI can create opportunities across improvement activity, including within structured approaches such as DMAIC
- Apply CI thinking to AI adoption, helping organisations avoid technology-first implementation mistakes
- Understand how established CI concepts and tools such as Hoshin Kanri, Jidoka and Measurement Systems Analysis can support more effective AI deployment
- Evaluate practical opportunities for technology-enabled improvement within your business environment

Delivery Format

- Can be taken as a stand-alone module or as part of the Business Black Belt Programme
- Available as a virtual open classroom session
- Offered as in-company training, either on-site or virtual

Accreditation

- Contributes to BQF accredited Business Black Belt certification
- Worth 8 CPD points

Who Should Attend?

- Continuous Improvement practitioners, Lean Six Sigma professionals, Operational Excellence teams, Change Agents and business leaders who want to better understand the role of automation and AI in modern improvement activity.
- Individuals and teams responsible for improving processes, supporting transformation initiatives or helping organisations adapt to rapidly changing technology and business environments.
- Managers and business leaders who need to understand how AI and automation affect improvement work.

Why Choose This Course?

- Designed specifically for Continuous Improvement and Operational Excellence professionals
- Focused on practical business application rather than technical complexity
- Helps build confidence in discussing and exploring automation and agent-based tools
- Balances opportunity with appropriate caution around risk, governance and quality
- Connects emerging technologies with established improvement approaches and methodologies

Course Content

Technology landscape and context: the main strands of technology-enabled improvement are introduced. Understanding AI in practical terms: the session explains the power and the limitations of the technology. From LLMs to agents: how AI use is changing, from prompting and question-answering to more capable agent-based systems. AI for Continuous Improvement: what AI means for the CI practitioner and where risks need to be actively managed. Opportunities across improvement activity: where AI can support CI work, including opportunity areas across structured improvement methods such as DMAIC.	Continuous Improvement for AI adoption: the common causes of AI adoption failure and how CI methods can help address them. Safeguards, governance and quality: practical quality concepts such as human-in-the-loop review, stop authority, source grounding, exception-based review and root-cause-led correction. Application to your own organisation: helping delegates reflect on where the opportunities are in their own business, team or improvement environment, and sensible next steps.
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Why Choose Catalyst?

Catalyst delivers results, not just services. We blend consulting, coaching, training, and AI-powered tools into a seamless support system that meets teams where they are, developing capability at every level.

Thousands trust us to support their learning and Continuous Improvement journeys – we’ve specialised in Lean Six Sigma Training and Consultancy for over 30 years. We’re known for sharing our knowledge in an accessible and interactive way. Look no further for relevant, relatable content, built by experts and accredited by the British Quality Foundation and the Lean Competency System (LCS). We are the BQF’s primary Lean Six Sigma partner and recommended by the Chartered Quality Institute.