

PROCESS IMPROVEMENT TECHNIQUES

*Strength
your
competitive
edge...
invest in
process
improvements*

Even during times of dramatic corporate growth, an organization must ensure it never loses its competitive edge. Whether as a matter of survival or a means in which to maintain that edge, major corporations are investing in Quality training programs in record numbers. Many have gone so far as to successfully institutionalize Black-Belt training initiatives corporate wide, resulting in multi-million dollar cost savings. With that in mind, our process improvement course represents an essential first step toward similar long-term strategic commitment. Our program not only provides basic problem-solving tools critical to long-term success, but also promotes a systematic approach for immediate results and successful application in the workplace.

Our **Process Improvement Techniques** course is designed to launch well-trained individuals and/or process improvement teams prepared to apply numerous problem-solving tools to assigned initiatives within the organization. As teams or individuals, participants define and create a project plan specific to their workplace needs. Together they identify the means in which they intend to launch their team initiative through the application of tools learned within the course. They will leave armed with a project plan and should be accountable for regular updates to management. For this reason, cross-functional representation is strongly recommended.

The program provides a dynamic structure for mastering these tools in an ordered and systematic way. Large and small group activities are designed to practice each problem-solving process in a variety of settings. Each of the newly learned tools is then applied to workplace application exercises. Processes are consistently linked to one another, demonstrating and reinforcing how they rely on, as well as complement and strengthen one another. This fundamental principle represents a major component within the training design.

COURSE OBJECTIVES:

- To enable participants to learn and apply Process Analysis techniques which include Process Flowchart Mapping, Cross-Functional Deployment Mapping, Flowchart Analysis, and Constraints Analysis. Each tool is used in workplace application exercises.
- To enable participants to learn and apply Process Improvement techniques which include Methods Review, Procedural Analysis and Task Synthesis.
- To enable participants to learn and apply Problem Solving techniques which include Pareto Charts, Cause & Effect Diagrams, Data Gathering, and Data Analysis.
- To launch Project Plans (specific to their individual organization), which contain immediate workplace application of each tool within the course.