

Process Improvement – Installing Best-in-Class Processes

Title of Course:	<i>Installing Best in Class Processes</i>	Length of Course (# of Hrs/Days):	16 hrs /2 days
Total Price of Course:		Minimum and Maximum Number of Participants:	12-24
Price Per Participant			

Description

Optimizing Process Performance provides an in-depth look on how the enterprise, organization, and team can drive superior performance and high customer satisfaction through improvement in the design and management of their work process. Attendees will understand that “not all work processes are created equal” and that form (structure) follows function (work processes) and function follows strategy. These dependencies will be explained, allowing participants to focus on the work that must be performed in order to drive sustained improvement. A robust framework will be introduced that includes a set of operating principles, a toolset and a methodology that can guide an accelerated process redesign or the implementation of highly effective continuous improvement program.

Who should take this course?

- Federal, Tribal, Government or Civilian Agency personnel charged with improving the quality of service and product quality.

What participants will gain:

This workshop will provide the skills, knowledge, and expertise necessary to optimize process performance. Templates and tools will be provided that will enable participants to return to their organizations confident and eager to fulfill their role in leading change, engaging in transformation, or implementing strategic initiatives. This workshop is noted for its high impact nature in terms of knowledge retention and skill application due to it being founded upon a proven, three-phase approach to learning:

Phase 1: Workshop preparation (pre-work)

Phase 2: Workshop event (training event)

Phase 3: Workshop application (post workshop application assignments)

Course Content

Enterprise Model - Strategic Work Processes Architecture

- Identify the mission critical core strategic processes.
- Identify the essential support processes.
- Selection of the appropriate process improvement approach.
- Understanding the Federal government value chain.

Fundamentals of Work Processes

- Understand the work process requirements from stakeholder, customers, and regulators.
- Understanding the process life cycle.
- Input change characteristics during conversion process.
- Block/ Flow diagrams.
- Input/ Outputs tables.

Optimize Process Performance

- Identify the value creating work within the process - Value Analysis.
- Understand how upstream and downstream handoffs create variability - Variance Analysis.
- Identify the bottlenecks within the process - Constraints Analysis.
- Understand the critical decision within the process - Deliberation Analysis.

Measuring Process Performance

- Selecting the right measurement points
- Understand how to link measurements back to enterprise, organization or team performance
- Understand how to communicate the measurement back to the organization

Organization Alignment

- The role of process owner
- The principles of process center organization
- The impact on skill and knowledge
- The impact on reward and recognitions
- Sustaining process improvement

