



PROCESS IMPROVEMENT TOOLS

VIRTUAL WORKSHOP

All organizations, regardless of their purpose or size, are made up of processes. A process is simply a series of steps or activities that produce a product or service. The goal of any work process is to take the input provided and add value to it before passing it on to the next process, and ultimately the customer.

Attend the **PROCESS IMPROVEMENT TOOLS** virtual workshop with a real-life process and then use the online tools and learning process to find practical ways to make real improvements. You will acquire the tools to analyze and improve both simple and complex processes. And you will walk away with a process improvement plan ready for implementation within your job.

FORMAT

Three 90-minute online sessions, scheduled one day apart. Attend sessions, download tools, apply tools between sessions.

TARGET AUDIENCE

Key professionals, service professionals, lead workers, managers, supervisors, team leaders. Anyone who is serious about improving workplace processes.

YOU WILL LEARN HOW TO:

- Apply a consistent method to analyzing and improving work processes.
- Clearly and objectively define your process in its "current state."
- Apply a variety of tools to analyze your process and identify specific process improvements.
- Effectively implement, document, and standardize improvements to your process.

LEARNING PROCESS:

LEARN

- Attend Each 90-Minute Session
- Use Your Workbook as a Guide
- Receive Coaching and Support
- Ask Questions
- Share Best Practices
- Discuss Key Learning with Associates

DO

- Apply What You Learn
- Download the Online Tools
- Complete Application Assignments
- Check in with Your Facilitator
- Track Results
- Adjust Templates to Your Situation

CHECK

- Check in with Your Facilitator
- Track and Communicate Results
- Ask for Feedback
- Check in with Your Coach
- Share Your Success
- Continue to Learn and Improve



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VIRTUAL WORKSHOP

This virtual workshop consists of three 90-minute online sessions. The three sessions help you learn and apply a proven method for defining and improving key work processes. You will receive application packets after each session and you will be able to work on real processes between sessions.

STEP 1: DEFINE THE CURRENT PROCESS

A clear process definition will provide the basic information regarding the process, specify process outcomes, and provide a roadmap or picture of the process flow. By taking the time to fully understand the current process, you will lay the ground work for making targeted improvements.

- Define process basics.
- Define process outcomes.
- Map current "as is" process.
- Gather critical data about the process.



STEP 2: IDENTIFY PROCESS IMPROVEMENTS

Once you have defined the process, you are ready to analyze the process to identify improvement opportunities. The objective of this step is to find ways to eliminate waste, improve workflow, streamline tasks, increase productivity, and create value.

- Analyze the current process.
- Identify improvement opportunities.
- Map the improved "to be" process.



STEP 3: IMPLEMENT PROCESS IMPROVEMENTS

This step involves planning out what you will do, doing it, checking the results, and acting on opportunities and obstacles. It also involves standardizing the process improvements, sustaining them, and tracking results over time.

- Clarify the IMPROVEMENT.
- PLAN out the improvement.
- DO what is on your plan.
- CHECK your progress
- ACT on obstacles and opportunities.

THREE 90-MINUTE SESSIONS SCHEDULED ONE DAY APART.

SESSION 1: DEFINE (90 Minutes Online)

This first session will provide you with a thorough overview of the process improvement method and will get you started on Step 1: Define the Process. After this session you will be able to identify and define a real-life process within your workplace.

- Problems, Projects, and Processes
- The Process Improvement Roadmap
- Step 1: Define the Process
- Application Packet 1

SESSION 2: IDENTIFY (90 Minutes Online)

This session will allow you to review your progress on Step 1: Define the Process and will introduce Step 2: Identify Process Improvements. After this session you will be able to consider how and when you might implement new ideas to improve your work process.

- Follow-up on Application Packet 1
- Step 2: Identify Process Improvements
- Application Packet 2

SESSION 3: IMPROVE (90 Minutes Online)

This session will allow you to review your progress on Step 2: Identify Process Improvements. It will then introduce Step 3: Implement Process Improvements. After this session you will be able to take action to implement improvements.

- Follow-up on Application packet 2
- Step 3: Implement Process Improvements
- Application Toolkit
- Next Steps