



Continuous Process Improvement

Overview

Participants will learn a series of actions used to identify, analyze, and improve existing processes within an organization to meet new goals and objectives. Participants will be encouraged to collaborate as a team and build on skills for root cause analysis and problem solving. These actions follow a specific methodology and strategy to create successful results.

Learning Objectives

- Learn to give individuals and teams an understanding of basic process improvement
- Learn the 14-step guide for process improvement, and the forms and tools needed to implement a process improvement program

Course Materials

- Participant workbook
- Presenter slides and outlines
- Case Studies and Media as appropriate
- Role play scenarios
- Post training assessment

Room Requirements

- Internet access for presenter
- Screen
- Projector (if not ceiling mounted then a table or cart will need to be provided)
- Training room must be able to comfortably accommodate the number of participants plus room to move around for various activities)
- Round tables or pods, small table for presenter's materials, chairs for all participants
- One Flip chart and easel for each round table (for small group work) and markers

Additional Requirements

- Elevate will choose training facilitators whose background and expertise will support the subject matter
- Instructors will use a variety of instructional methods including lecture, group projects, discussion, and role play
- Participants are expected to be actively engaged in the learning process

Course Agenda (two days)

Module 1: Process Selection

- Select a process and establish the process improvement objective
- Organize the “right” team
- Flow chart the current process
- Simplify the process and make changes

Module 2: Data Planning

- Develop a data collection plan and collect baseline data
- Is the process stable?
- Is the process capable?
- Identify root causes for lack of capability
- Plan to implement the process change
- Modify the data collection plan (if necessary)
- Test the change and collect data
- Is the modified process stable?
- Did the process improve?
- Standardize the process and reduce the frequency of data collection

This class is experiential to engage the group in several activities and role play scenarios.