

Business Process Management

Seminar 223

Seminar Overview

Process work occupies a significant proportion of all organizations' time. Quarterly accounting cycles, payroll, manufacturing, employee hiring and indoctrination, annual budgeting, marketing programs, trade shows, materials production, strategic planning, and many other organization-critical activities fall into the category of process work.

Muda (the Japanese word for uselessness) is a term given to work, effort, and money spent which produces little or no benefit. Uncompleted tasks, rework, late deliveries, useless meetings, and failed projects are all examples of muda.

This seminar targets process work, examines where inefficiencies and muda exist, and fine-tunes the process to create a Muda-Free Zone™.

Learn how to evaluate current operations, review product hand-offs, determine the value of work to the organization and streamline your workflow. Also learn how to create ISO-9000 compliant documentation or internal SOPs (standard operating procedures).

Who Should Attend

The seminar is designed for anyone participating in process definition or process improvement projects, including managers, group leads, staff, and project managers; as well as middle and senior-level managers who want to get more out of their departments from such process-rich areas as:

- Manufacturing and production
- Inventory and warehouse operations
- Employee training
- Research and testing
- Quality control
- Operations management
- Purchasing
- Human resources
- Finance and accounting
- Marketing

What Will Be Covered

This seminar covers process definition and improvement from beginning to end. Learn how to:

- Build the process improvement project plan
- Evaluate and document the current processes and procedures
- Identify muda, inefficiencies, and improvement areas
- Integrate quality directly into your processes
- Rollout the plan, overcoming cultural, political, and organizational barriers
- Determine the value and cost of activities
- Improve in-process decision-making
- Measure and track your success
- Develop ISO 9000 compliant documentation
- Continuously improve your process

Your Benefits

Your benefits include:

- Muda-Free™ processes
- Improved communication
- Reduced rework and fire-fighting
- Improved efficiency across the organization
- Processes that are aligned with the organization
- More reliable and consistent results
- Reduced operations overhead
- Measured improvements
- Documented processes and results
- Improved workflow and product hand-offs

Duration: **3 Days**
Prerequisites: **None**
Price: **\$9750.**
Avg. Cost/Person **\$488.** (20 participants)

This is a Muda-Free™ Seminar

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Seminar Syllabus

1. Introducing Process Definition and Improvement

- Seminar introduction
- Seminar and personal objectives
- The purpose of work
- Project v process
- Terminology
- Standards

Individual and Team Exercise

2. The Process Definition and Improvement Project

- The process improvement stages
- Establishing the goals for the process
- Defining the team
- Identifying key metrics and process improvement goals
- Getting buy-in and authorization on the project

Team Exercise

3. Understanding Process Mapping

- Process mapping basics
- Charting format options
- The importance of deliverables
- The Muda-Free™ swim-lane map

4. Stage 1: Identifying the As-Is Process

- How to determine what's really happening
- Creating the core As-Is process

Team Exercise

- Adding in decisions and loops
- Determining the value of activities

Team Exercise

5. Determining Resources and Costs

- Identifying resource requirements
- Estimating resource needs
- Identifying costs of activities

Team Exercise

6. Stage 2: Improving the Process

- Target improvements based on your objectives
- Process improvement techniques
- Evaluating the new process
- Documenting the new process - creating SOPs
- ISO 9000 Standards

Team Exercise

7. Stage 3: Rolling-Out the New Process

- The problem with change
- Identifying cultural and political barriers
- Identifying change enablers
- The communication plan
- The monitoring and control plan

Team Exercise

8. Stage 4: Continuous Process Improvement

- Who owns the process?
- The process-improvement cycle
- Concepts of continuous improvement
- Rewarding success

9. Summary

Closing Exercise