

BM-PI PROCESS IMPROVEMENT: ENHANCING YOUR ORGANIZATION'S EFFECTIVENESS



DURATION	LEVEL	TECHNOLOGY	DELIVERY METHOD	TRAINING CREDITS
1 Day	Business Introduction	Management & Soft Skills	VILT & ILT	NA

INTRODUCTION

The critical skills outlined in this course will teach you to quickly grasp what process improvement is all about, learn specific tools and techniques applicable to every business, understand what needs changing and create a process map, and implement changes and measure their effectiveness. You know that you want things to change, but you are struggling to know how and where to begin your efforts to change and improve.

AUDIENCE PROFILE

This course offers practical ways to improve your current processes. You will learn the tools and techniques to improve the way you do business, make your organization more responsive, and keep yourself competitive in today's marketplace. It is aimed at Business Professionals that want to apply effective and structured process improvement methodologies and use techniques which can be applied to any workforce and any workplace without extensive theory.

PREREQUISITES

There are prerequisites for this course.

COURSE OBJECTIVES

Upon completion of this course, you will be able to:

- Define and Explain Process Improvement.
- Discuss the role of Workers in Process Improvement.
- Present Process Improvement Techniques.

COURSE CONTENT

Lesson 1: What is Process Improvement?

- The Concept is Simple!
- How Process Improvement Fits in With Other Ways to Improve.
- Your Challenge is Clear!

Lesson 2: Identifying the Players

- The Customer is #1.
- The Next Most Important Person.

Lesson 3: Ensuring Success

- Find Processes that Need Improvement.
- Plan for Your Success.

Lesson 4: Understanding What Needs Changing

- Where to Begin.
- Create Your Own Process Map.

Lesson 5: Getting Where You Want to Be

- Identify Those Pesky Problem Areas.

- Come Up with Effective Options.
- Plan Your Implementation.

Lesson 6: Getting Changes to Stick

- If nothing Has Changed, You Missed the Mark!
- Implementation: What to Expect at This Phase.
- Help!
- How to Make This a Continual Process.

ASSOCIATED CERTIFICATIONS & EXAM

There is no exam associated with this course.