

Course Description

Process Management: Continuous Improvement and Measurement AMS309



Overview

Process Management: Continuous Improvement and Measurement is a two-day course that will expose participants to the concepts, behaviors and tools most commonly used to build world-class excellence into business process. Each participant will work within a case study to map, assess and change business process while learning the cultural norms associated with excellence. They will also learn to align human resources within the process by calculating effort and competency and expected flow pattern rates. The course will enable participants to utilize learned skills immediately and recognize proactive change in their environment.

Learning Objectives

- Reference benchmarked organizations to build a model for a cultural norm resulting in integrated continuous improvement standards and excellence
- Use several tools including Visio to illustrate the flow of work in your organization
- Establish the baseline of a process storyboard
- Build measurements into existing process to justify contingency action
- Allow for correction in a productive environment stimulating growth and sustained modifications
- Design new process based on data extracted during workflow analysis that fits the organizational need more accurately
- Use workbench methods focusing on input, throughput and output to avoid collateral business disruption
- Use tools to establish human competence
- Design a matrix to show how much human capital is required against the process resulting in productivity and efficiency calculations
- Develop systems to continually measure process activity and adjust both process flow and human requirements based on cycle time, put through and capacity variations

Format

This course is highly interactive and adaptive to participant's interests and needs. A discussion approach is used and is accompanied by individual and team exercises.

Duration

Two days

Who Should Attend

Managers responsible for the design, staffing and management of business processes who desire to create a norm of excellence through continuous improvement would benefit by taking this course.