



Process Improvement

For the rest of us

Course Description

In this data-driven process improvement workshop, we focus on how to get better business results by understanding root causes of process challenges and directly addressing them using problem solving techniques. Teams are constantly asked to deliver more results with less resources, therefore we will help you shift your mindset and look for ways to work more efficiently and effectively.

Objectives

- Understand the DMAIC model and how to apply this problem-solving approach when improving processes
- Develop a Project Charter to clarify scope in the Define phase of process improvement
- Identify how and when to appropriately use root cause analysis (RCA) tools
- Learn techniques to successfully execute process improvement working sessions

Outline

- Process improvement defined
- Reasons for evaluating and improving processes
- An introduction to the DMAIC process improvement model: Define, Measure, Analyze, Improve, Control
- How to create a Project Charter to support the process improvement efforts
- Root cause analysis (RCA) tools that can be used to support the current process state: fishbone diagram, affinity diagram, pareto chart, flowchart
- Getting the team aligned on process improvements