



Process Management Design

OBJECTIVE	To provide a systematic process for the identifying core processes, the customer(s) of those processes, their needs, and proper indicators to measure your ability to meet those needs. Utilizing the Process Management Control System to manage work processes.
COURSE SUMMARY	<p>Process Management Design focuses on the systematic approach to designing work processes to meet customer needs. Tools and concepts covered are:</p> <ul style="list-style-type: none">• Identifying Core Processes• Developing the concept of “Customer Next-In-Process”• Utilizing flowcharts to identify next-in-process internal and external customers• Identifying and negotiating customer valid requirements• Identifying indicators and measuring performance• Setting targets• Creating Value Added Analysis in process design• Integrating Systematic Problem Solving for continuous improvement• Validating customer requirements over time• Building Process Management Control Systems
KEY TOPICS	<ol style="list-style-type: none">1. SDCA cycle for continuous improvement2. Integration of process standardization and continuous improvement through Systematic Problem Solving
TARGET GROUP	All Managers, Supervisors, and employees who need to manage and control work processes.
CLASS SIZE	Up to 16
RECOMMENDED DURATION	2-3 days (length varies with the introduction of project work)
PREREQUISITE	None
INSTRUCTIONAL FORMAT	<p>Activity based with role-playing. Application to existing job processes.</p> <p>Best when Just-in-Time training is performed and control systems are developed during the workshop by teams of leaders.</p>
COMPANION COURSES	Benchmarking, How Do I Know What To Measure, Leading Effective Teams, Process Management Application, Rapid Process Improvement, and Systematic Problem Solving