



Process Management Overview

OBJECTIVE	To provide an overview for a systematic process for identifying core processes, the customer(s) of those processes, their needs, and proper indicators to measure your ability to meet those needs. To develop an understanding and value to utilizing Control Systems to manage work processes.
COURSE SUMMARY	<p>Process Management focuses on the systematic approach to designing and monitoring work processes to meet customer needs. Tools and concepts covered are:</p> <ul style="list-style-type: none">• Identifying Core Processes• Utilizing flowcharts to identify internal and external customers• Conceptualizing of the “Customer Next In Process”• Identifying and negotiating customer valid requirements• Identifying indicators and measuring performance• Setting targets• Value Added Analysis in process design• Integration of Systematic Problem Solving for continuous improvement• Validating customer requirements over time• Control System
KEY TOPICS	<ol style="list-style-type: none">1. Customer based measurement system for managing daily work2. SDCA cycle3. Integration of process standardization and continuous improvement through Systematic Problem Solving, Benchmarking and Rapid Process Improvement.
TARGET GROUP	All Managers, Supervisors, and employees.
CLASS SIZE	Up to 20
RECOMMENDED DURATION	1 day
PREREQUISITE	None
INSTRUCTIONAL FORMAT	Instructor led with activities related specifically to participant work processes. Workshop participants begin to identify their core processes and customers, and their key performance indicators.
COMPANION COURSES	How Do I Know What to Measure, Process Management Design / Application, and Rapid Process Improvement