



## Process Management Application

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OBJECTIVE	To provide a systematic process for the management of core processes utilizing the Process Management Control System.
COURSE SUMMARY	<p>Process Management application focuses on the systematic approach to monitoring work processes and responding to indicators to ensure customer needs are met. Tools and concepts covered are:</p> <ul style="list-style-type: none"><li>• Understanding and applying the Process Management Control System</li><li>• Instilling the concept of “Customer Next In Process”</li><li>• Using indicators and targets to manage performance</li><li>• Integration of improvement processes for continuous improvement</li><li>• Understanding data analysis and charts</li><li>• Dealing with process variation</li><li>• Introduction to statistics in the business environment</li><li>• Understanding, constructing, and interpreting control charts</li><li>• Determining process capability</li><li>• Introduction to Six Sigma</li></ul>
KEY TOPICS	<ol style="list-style-type: none"><li>1. Developing customer needs based measurement systems</li><li>2. Utilizing collected data to make daily business decisions</li><li>3. Integration of the continuous improvement process of Systematic Problem Solving, Rapid Process Improvement, and Benchmarking into the Performance Excellence Management System</li></ol>
TARGET GROUP	All Managers, Supervisors, and self-directed employees who will be using Process Management Control Systems to manage and control business processes.
CLASS SIZE	Up to 16
RECOMMENDED DURATION	2 days (length may vary with the introduction of project work, increased emphasis on statistical process control, or when participants have attended Process Management Design)
PREREQUISITE	None
INSTRUCTIONAL FORMAT	Utilization of existing participant Process Management Control Systems to practice choosing, preparing, and interpreting indicator/control charts, and determining process capability.
COMPANION COURSES	How Do I Know What to Measure and Process Management Design