



Effective Process Management

A PROFESSIONAL DEVELOPMENT LEAN
MANAGEMENT LEVEL 2 COURSE

Caribbean Center for Organizational Excellence Inc

EFFECTIVE PROCESS MANAGEMENT

Course L00-EPM

4 Week Self-Paced Online Course

We are in a very dynamic era and more than ever, we are being compelled to relook how we have managed in the past and importantly, how we use resources in the future to get maximum results.

In fact, wasteful processes which characterized functions and organizations in the past, if left unchecked, can very well be the basis for compromise or rapid demise.

Course Overview

Effective Process Management is an essential Professional Development & Business Enrichment Course that offers a great set of tools to quickly evaluate processes, especially from a risk perspective using process mapping, FMEA, error-proofing and visual management to adapt existing processes for the short term, while allowing more time to redesign processes over the long-term.

This course, among other things will enable participants to:

- understand and implement tested process systems and controls
- engage in, plan and execute rapid improvement projects (kaizen)
- accomplish high levels of productive success and the achievement of strategic targets
- appreciate process management as an important prerequisite to cost management,
- improve workplace functionality, process flows and task execution

This professional skills enrichment program is specifically designed for business owners, professionals, supervisory staff and managers who want to expand their overall process effectiveness and efficiency while leveraging “voice of the process” to take their team’s performance to the next level.

“ Learning that imagines the future and prepares for growth, fuels development opportunities of tomorrow, today!
~JDaCB ”





KEY OBJECTIVES & LEARNING OUTCOMES

This course, will among other things, equip you with skills to:

- ✓ Understand and appreciate the history and principles of Lean, Six Sigma and the DMAIC approach to process variation

- ✓ Construct SIPOC diagrams to provide a high-level view of a process, incorporating key information about suppliers, process inputs, the process itself, and the key outputs required by customers

- ✓ Understand the concept of Kaizen rapid improvement and how to plan and execute successful Kaizen events.

✓
Learn how to leverage visual workplace principles, methods and techniques to enable a work environment to become self-ordering, self-explaining, self-regulating and self-improving.

✓
Learn how to map a process using process flow mapping tools and techniques

✓
Learn how to use the A3 Report for rapid improvement projects

✓
Understand and be positioned to implement 5S/6S workplace environment strategies.

- ✓ construct spaghetti diagrams | identify opportunities for improvement in work cell/workplace design and layout | plan and conduct "Gemba Walks" to better understand the customer experience, identify improvement opportunities and engage the front line team | apply error-proofing, (Poka Yoke), to improve processes and reduce risk.



Section 1

Training and Development Programme

Learning today to enrich &
empower tomorrow

Included in this Enrichment Course

- 17 self-paced Course Modules in audio/visual power point lecture format
- downloadable excel tools and templates for application of learnt principles
- downloadable 3 slide per page workbook

Time Commitment

Self-paced

4 weeks

Minimum 5.5 Hours per
week or maximum 1 hour
per day



Changed systems demand
changed processes; to
function otherwise can be
both costly and detrimental



CARIBBEAN
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Excellence

17 Course Modules

- **Introduction to Lean:** The history and five principles of Lean, defining value, the eight wastes, "Flow" and Value Streams and Kaizen rapid improvement.
- **Introduction to Six Sigma:** The history of Six Sigma, the DMAIC approach, process variation and $Y = f(x)$, DPMO, the "Hidden Factory" and the Critical to (CT) Tree.
- **Writing Effective Problem Statements:** The 5W2H method for writing effective problem statements, use the "Five Why" and defining improvement goals.
- **Introduction to Kaizen:** Introduction to Kaizen rapid improvement and how to plan an execute successful Kaizen events.
- **Using the A3 Report for Rapid Improvement:** How to use the A3 Report for rapid improvement projects.
- **SIPOC Mapping:** Construct SIPOC diagrams to provide a high-level view of a process, incorporating key information about suppliers, process inputs, the process itself, and the key outputs required by customers.
- **Understanding and Implementing 5S/6S:** Establishing 5S/6S workplace environments.
- **Implementing and Facilitating Lean "Huddles":** Learn how to implement and facilitate daily Lean "Huddles".
- **Visual Workplace:** Learn how to leverage visual workplace principles, methods and techniques to enable a work environment to become self-ordering, self-explaining, self-regulating and self-improving..



17 Course Modules

- **Standard Work:** Understand the principles and methods behind standard work including key components that make up standard work, including takt time and task sequencing.
- **Mapping the Process:** Learn how to map a process using process flow mapping tools and techniques.
- **Spaghetti Diagrams:** Learn how to construct spaghetti diagrams to identify opportunities for improvement in work cell/workplace design and layout.
- **Gemba (Waste) Walks:** Learn how to plan and conduct "Gemba Walks" to better understand the customer experience, identify improvement opportunity and engage the front line team.
- **Failure Modes and Effects Analysis (FMEA):** Identify and assess process risk using the FMEA and leveraging this analysis for continuous improvement.
- **Error-Proofing/Mistake-proofing:** Learn how to apply error-proofing, (Poka Yoke), to improve processes and reduce risk.
- **Controlling the Process:** Introduction to statistical process control (SPC) and using "voice of the process" and control plans to manage and improve your processes.
- **Assessing Process Capability:** Capturing and assessing the voice of the customer. Understanding process tolerance versus specifications. Determining process capability.

