

Establishing a Process Improvement Programme

Improve your processes and increase productivity.
How to establish a successful improvement programme.

Process Professional Improvement Management provides a method driven by your business goals which enables you to establish an effective improvement programme.

It provides:

- Proven change management structures and practices to ensure changes provide real business advantage to the organisation.
- Techniques and tools to unlock problems, identify root causes and institutionalise solutions.

Objectives

- To allow you to establish your own process management programme for continuous improvement using Process Professional Improvement Management.
- To enable you to integrate change management into your organisation's day-to-day activities.

Benefits

Deploying Process Professional Improvement Management will provide you with:

- Lower risk through management of the change process.
- Simpler processes leading to streamlined organisations.
- Empowered staff who own and actively manage change.

Workshop format

Presentations are interspersed with in-class exercises to provide experience in applying key techniques. The workshop material provided includes all presentation materials, notes and handouts.

Who should Attend

- Attendees should be practitioners or managers charged with the need to improve their processes.

Workshop Content

Overview of Process Management

- Benefits of using a process model to underpin the change process.
- Using key business drivers to identify and improve your core processes.
- Selecting key measures to evaluate success.

Establishing an Improvement Programme:

- Which roles, responsibilities and structures to create for successful improvement programmes.
- How to direct improvement effort.
- How to manage resistance to change.

Implementing Improvement:

- How to co-ordinate improvement teams.
- How teams move from problems to solutions.
- How to achieve customer buy-in.
- Key techniques for improvement teams.
- Managing change.

Measuring Success:

- Introducing and establishing measures.
- Using measures for improvement.



COMPITA

Compita Ltd
Software Innovation Centre
1 Michaelson Square
Kirkton Campus
Livingston EH54 7DP
Tel: 01506 472888 Fax: 01506 472899
Email: enquiry@compita.com



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