

Process *improvement*

"PROCESS IMPROVEMENT" MEANS MAKING THINGS BETTER, NOT JUST FIGHTING FIRES OR CRISIS MANAGEMENT. WHEN WE ENGAGE IN TRUE PROCESS IMPROVEMENT, WE SEEK TO LEARN WHAT CAUSES THINGS TO HAPPEN IN A PROCESS AND TO USE THIS KNOWLEDGE TO REMOVE ACTIVITIES THAT CONTRIBUTE NO VALUE TO THE SERVICE PRODUCED.

A process is no more than a series of steps and decisions involved in the way a task is accomplished. "Process improvement" means making things better, not just fighting fires or managing crises. It means setting aside the customary practice of blaming others for work that hasn't been done and identifying how work can be done more efficiently. It is a way of looking at how the workplace can complete tasks smarter.

When we engage in true process improvement, we seek to learn what causes things to happen in a process and to use this knowledge to remove activities that contribute no value to the service produced. A standardised process improvement methodology allows us to look at how we perform work. When all of the team members are involved in process improvement, they can collectively focus on eliminating waste of money, people, materials, time and opportunities. The ideal outcome is that jobs can be done cheaper, quicker, easier and safer.

Key learning outcomes

Your Process Improvement program will give participants the skills to:

- Identify and correctly label the problem.
- Question how your organisation performs tasks.
- Understand what constitutes performance excellence.
- Learn to identify opportunities to reduce unnecessary steps.
- Create approaches to conducting work.
- Reduce time taken to perform tasks.
- Work with others to evaluate work practices.
- Share information on how to shorten work practices.
- Identify characteristics of profitable and successful organisations.
- Determine 'best practice' that can be incorporated into daily operations.
- Develop a culture that nurtures continuous improvement.



Would you like to attend this program?

- For maximum effectiveness, this program is best conducted as an in-house program.
- **Ideal group size:** 4 - 12 participants.
- **Venue:** For your convenience you can choose to conduct this program at your business premises. Alternatively, we can provide a training venue at a small additional cost.
- **Duration:** This program can be adapted to meet your requirements.
- **Cost:** Price on request.
- **Target Audience** Employees, Supervisors, Team Leaders, Senior Managers or CEO's.

If you would like more information on this training program, please contact:
Melinda Kavanagh - Marketing Manager 03 9805 8000 Email: mkavanagh@preftrain.com
or visit our website today.

www.preftrain.com

