

Process Improvement/ Value Mapping Workshop

Are all your customers equal? Definitely not in the private sector! You should be able to identify your most valuable customers, suppliers and stakeholders. But it's not easy. Is the customer who buys the most the most valuable? Again the answer is No. Learn this proven methodology and discover the value that permeates through your organisation.

Outcomes

- Understanding how to improve critical business processes
- How to measure improvement
- How to identify value in these key processes
- Improve a core process during the workshop with a clear action plan and accountabilities
- How to build commitment to action
- How to reduce resistance to changes in processes
- How to sell the changes to key sponsors
- Discuss the reasons that hinder people taking risks

Workshop Outline

- Workshop objectives and expectations
- Review prework on processes which need improving
- Clarify the goal for the process improvement eg 50%
- Understand the basics of process improvement, including Lean and 6 Sigma and other tools necessary to improve
- Clarify the strategy behind process improvement
- Actually input data into software to profile the process in real time
- Document the current real process using the tools
- Identify the current process measures and value
- Use the tools to determine potential improvements
- Prioritise these ideas
- Determine the most impactful solutions
- Redesign the process based on these improvements and re-measure the process
- Determine the improvement
- Identify any resistance to implementation & action plan
- How to sell the implementation to key sponsors
- Finalise implementation plans with clear accountabilities

Would you like to attend this program?

- **Ideal group size** 3 - 9 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
- **Cost** Price on request
- **Target Audience** Leaders, Management and the Executive Team

If you would like more information on this training program, please contact us on 03 9805 8000 or visit our website