

This two day course offers participants the opportunity to practice the basic set of process improvement tools using hands-on exercises and gain the real-world experience needed to achieve improvement goals.

Participants will acquire skill in the proper use of tools and methods as this plays an important role in the success of process improvement projects. Provide participants with the experience and the confidence in deploying OpEx key tools for project success.

WHO SHOULD ATTEND:

- Operational Excellence Professionals
- Business Analysts
- Business Process Analysts
- Business Process Managers
- Project Managers
- Business Architects
- Process improvement team leaders
- Line of business managers and supervisors

This 2-day course builds upon earlier courses in the Operational Excellence (OpEx) track and provides practical experience on the basic methods used by experienced practitioners to create lasting process improvements. The emphasis is not on theory – instead the focus is to provide participants with hands on exercises and the real-world experience needed to achieve improvement goals.

Strong emphasis is placed on developing process maps in swim lane format and the development and appropriate use of value stream maps. The proper use of SIPOC diagrams is discussed. A cross section of the common tools such as the Voice of the Customer (VOC), Pareto chart, Cause and effect diagram, Scatter plot, Tools for statistical analysis will also be reviewed and participants will have the opportunity to demonstrate their grasp of these methods through exercises and group discussion.

The proper use of tools and methods plays an important role in the success of process improvement projects. This course will provide participants with the hands on practice and experience as well as the confidence in deploying OpEx key tools for project success.

RECOMMENDED PREREQUISITES:

- OPEX 101
- LEAN SIX SIGMA AND BPM

COURSE OUTLINE:

- Introduction
- Working with Ideas
 - Brainstorming
 - Affinity diagram
 - Multi-voting
- Process Flow Tools
 - SIPOC diagram
 - Process map
 - Process flow analysis
 - Value added analysis
- Voice of the Customer (VOC)
- Data Collection
 - Operational definitions
 - Check sheets
 - Sampling
 - Measurement systems analysis
- Descriptive Statistics and Data Displays
 - Histogram
- Variation Analysis
 - Run chart
- Identifying and Verifying Causes
 - Pareto chart
 - Cause and effect diagram
 - Scatter plot
 - Tools for statistical analysis
- Selecting and Testing Solutions
 - Failure Modes and Effects Analysis (FMEA)
- Other Tools
 - Tree diagram
 - Project management methods
 - Stakeholder analysis
 - Force field analysis
 - Process documentation
 - Balanced scorecards
- Summary

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