

Curriculum Overview

- Process Thinking
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PERFORMANCE DESIGN LAB

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Course Title	Process Thinking	Acronym	PT
Course Description			
<p>This workshop is designed to orient employees to the concept of process and specifically to the application of process to their organization. Process centered organizations may wish to incorporate this workshop into their new employee orientation. Employees will learn: "How you add value to the organization"</p> <ul style="list-style-type: none"> • Why do I/we care about processes? • What is a Process? What is not a process? • What processes do I participate in? What value do I add? • My responsibility to process • My contribution to process • Process Design & Improvement, Improvement tools • Process Measurement at the task, job, process level 			
Course Length		½ day or 1 day versions available	
Course Outline			
<ul style="list-style-type: none"> • Organization's Message • Why do I/we care about processes <ul style="list-style-type: none"> ○ What is a Process. What it is not. ○ How does a process behave under certain circumstances ○ The notion of performance ○ Processes deliver value ○ You need to understand what the customer wants ○ The greater systems context – system ○ Adaptive (we must be) ○ Process and Strategy ○ How are processes described (maps and R/R) ○ Levels of process (What – how) ○ What is the appropriate level of process ○ Process Thinking= Value Thinking • What processes do you participate in? What value do you add? <ul style="list-style-type: none"> ○ Profile one. What data is there on the process? • My responsibility to process: <ul style="list-style-type: none"> ○ Understand the context ○ Understand the requirements ○ Perform to requirements ○ Taking actions and making decision in the right context ○ I can add or subtract value • My contribution to process: <ul style="list-style-type: none"> ○ Identifying opportunities for improvement ○ Making improvements ○ Participating in team efforts ○ Being a SME ○ Gathering process data ○ Typical larger scale process improvement 			

- Process improvement projects (customizable for six sigma organizations, etc)
- Creativity killer or enabler (how prescriptive – criteria vs procedure)
- Process Design & Improvement
 - Organizations as Systems
 - Rummler Process methodology
 - Improvement tools
- The process centered organization
 - Performance oriented culture
 - Business Process Framework
 - Managing Processes
 - Enabling Processes – special rqmts/challenges
- Process Measurement at the task, job, process level
 - What are process metrics
 - What are they used for?
 - What are we measuring – not activities – measuring value?
- Organization's Message
 - Progress/status report
 - Linkage to what is underway
 - Organization specific success stories

Course Objectives

- Orient employees to the concept of process
- Orient employees to the application of process in their organization.
- Orient employees to the concept of process measurement and management
- Orient employees to their roles and responsibilities regarding process management and improvement

Who Should Attend

All employees of organizations that are engaged in improving or managing processes.