

# Curriculum Overview

- Process for Management Teams
- 



P.O. Box 215, Belmont, MI, 49306-0215

tel: 616.881.2488

email: [pdl@thePDLab.com](mailto:pdl@thePDLab.com)

web: [www.thepdlab.com](http://www.thepdlab.com)

<b>Course Title</b>	Process for Management Teams	<b>Acronym</b>	PFMT
<b>Course Description</b>			
<p>This workshop is designed to provide an intact management team with an understanding of the role and power of processes in delivering organization performance. During the workshop, the managers will develop and analyze models of their organization and its processes in order to build a roadmap for improving and managing those processes. They will identify critical process variables to be managed. Managers will learn how and why processes fail and the critical success factors for any process improvement project.</p>			
<b>Course Length</b>		2 or 3 day versions available	
<b>Course Outline</b>			
<p>Day 1</p> <ul style="list-style-type: none"> <li>• The power of process <ul style="list-style-type: none"> <li>○ Value creation system concept</li> <li>○ What is a process</li> <li>○ Business Process Framework</li> <li>○ Process historical retrospective</li> </ul> </li> <li>• Organizations as systems (OAS) <ul style="list-style-type: none"> <li>○ Organization level &amp; OAS concepts</li> <li>○ Application: Getting a draft version of the organization's super system/business environment</li> <li>○ Value Creation system hierarchy</li> <li>○ Processes and strategy</li> </ul> </li> <li>• Process Level <ul style="list-style-type: none"> <li>○ Value Creation system optimization</li> </ul> </li> <li>• Application: Getting a draft version of the organization's process architecture (high level) and where the team's processes fit in relationship to the hierarchy and process definitions</li> </ul> <p>Day 2</p> <ul style="list-style-type: none"> <li>• Job Level <ul style="list-style-type: none"> <li>○ Linking processes to jobs</li> <li>○ Human performance system</li> </ul> </li> <li>• Applying process principles to design <ul style="list-style-type: none"> <li>○ Design of requirements</li> <li>○ Application: Requirements design</li> <li>○ Applications: Value chain mapping</li> </ul> </li> <li>• Applying process principles to management</li> <li>• Management system model <ul style="list-style-type: none"> <li>○ Management system components</li> </ul> </li> <li>• Discussion of the role of process owner <ul style="list-style-type: none"> <li>• PDL's observations on various Process Owner Models we have observed – challenges and success factors</li> <li>• Discussion of Process Ownership in their organization <ul style="list-style-type: none"> <li>• Current state and current efforts</li> <li>• How it can work and what would be required for success</li> </ul> </li> </ul> </li> <li>• Application: Preliminary analysis of processes <ul style="list-style-type: none"> <li>• How does their process relate to the other processes?</li> <li>• Who/where/ and how is this process performed? How many versions? Is it different for different lines of business? What IT systems (major) support this process?</li> <li>• What initiatives/improvements/changes are underway for this process? Planned for this</li> </ul> </li> </ul>			

process?

- What are the known issues with this process? What is the gap related to the strategy?
- What data do we have on this process? What should I know about how this process is performing? Where is this process planned for? Resources planned for?

Day 3

- Applying process principles to improvement
  - RPM methodology
- Application: Develop a roadmap for the processes for the next 3-6 mos.
  - Feasible milestones for the process, for process management
  - Develop plan to find out more/get answers (more analysis and documentation) in prep for the follow up and any subsequent sessions

### **Course Objectives**

- Apply the OAS model to understand and analyze their own organization
- Derive the organization's value creation system and link it to organizational strategy and the current business environment
- Define their organization's business process framework
- Define and analyze their processes' performance
- Define the first approximation process management system for their organization
- Develop a roadmap of activities to further define, analyze and improve processes and process management

### **Who Should Attend**

Intact Management Teams tasked with business process management, organization-wide performance improvement or other critical issues in which a process perspective would be valuable.

### **Course Variations**