

# Curriculum Overview

- Rummler Process Methodology
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**PERFORMANCE DESIGN LAB**

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<b>Course Title</b>	Rummler Process Methodology	<b>Acronym</b>	RPM
<b>Course Description</b>			
<p>We have extended our proven methodology for defining, analyzing, designing and implementing process change to dovetail with IT development methodologies. In addition, we have integrated tools for defining business requirements that foster collaboration between process designers and performer experts, both systems and human. As part of the upgrades the workshop formerly known as Process Design &amp; Management is also being renamed the <b>Rummler Process Methodology</b> or RPM for short.</p> <p>The workshop continues to address both the work processes that deliver business results and the management processes required to sustain high performance and ensure continuous alignment and improvement. This latest version of the methodology is built on a long pedigree of successful application in industries and companies around the world, and participants will learn concepts, mechanics and insider techniques for making process improvement effective and lasting. Taught by professionals who have conducted hundreds of successful process improvement projects.</p> <p>The course provides understanding of the underlying concepts and theories essential to effective process change as well as a detailed phase-by-phase methodology review. The methodology review is supported by participant based application exercises and simulations that give participants hands-on experience in using the tools and techniques.</p>			
<b>Course Length</b>		4 days	
<b>Course Outline</b>			
<p>Introduction to Rummler Process Methodology (RPM)</p> <ul style="list-style-type: none"> <li>• The four premises of “value creation”</li> <li>• Why processes fail/why improvement projects fail</li> <li>• Introduction to RPM phases, roles and dimensions</li> </ul> <p>RPM Phase 1: Align</p> <ul style="list-style-type: none"> <li>• Project Definition <ul style="list-style-type: none"> <li>○ Critical business issue definition</li> <li>○ Process profile</li> <li>○ Project goals, scope</li> </ul> </li> <li>• Project Organization <ul style="list-style-type: none"> <li>○ Stakeholders, risks, constraints</li> <li>○ Project structure &amp; roles</li> <li>○ Project support plan, budget</li> </ul> </li> </ul> <p>RPM Phase 2: Analysis</p> <ul style="list-style-type: none"> <li>• Process Analysis <ul style="list-style-type: none"> <li>○ Data gathering</li> <li>○ Analysis tools</li> <li>○ “Is” work process analysis</li> <li>○ “Is” management system analysis</li> </ul> </li> <li>• “Should” Strategy Development <ul style="list-style-type: none"> <li>○ “Should” design specifications</li> <li>○ “Should” design strategy</li> <li>○ Macro designs</li> </ul> </li> </ul> <p>RPM Phase 3: Design</p> <ul style="list-style-type: none"> <li>• Process Design and Testing <ul style="list-style-type: none"> <li>○ Macro-to-micro approach</li> <li>○ Linear and Cross-functional mapping</li> </ul> </li> </ul>			

- Design details capture
- Process Management Design and Testing
  - “Should” measures
  - “Should” management roles
  - Management system integration
- Change Assessment and Planning
  - Readiness model
  - Implementation infrastructure models
  - Implementation roles

RPM Phase 4: Commit

- Implementation organization
- Implementation planning agendas
- Detailed implementation plans

RPM Phase 5: Build

- Detailed Design
  - Functional and technical designs
  - Test specifications
- Develop
  - Develop vs. source
  - Training plans
  - Contingency plans
- Test
  - Component and integrated testing
  - Data integrity and security
- Solution Preparation
  - “Should” components packaging

RPM Phase 6: Enable

- Prepare
  - Transition to implementation teams
  - Capability and readiness check
- Internal Launch
  - Receiving organization preparation

RPM Phase 7: Adopt

- Cut-Over
  - “Should” component installation
- Stabilize
  - Design issues capture
- Operate
  - “Should” design hand over
  - Project learning capture

Wrap-up

- Additional project variations
- Review of graduate resources

**Course Objectives**

- Design an effective process improvement project
- Lead a project team through all phases of RPM
- Act as an effective coach to management
- Apply the modeling and analysis tools to real situations

**Who Should Attend**

Process Improvement Practitioners, Performance Consultants and individuals who have been assigned to perform process improvement work in their organizations. Secondly, the training can be useful for sponsors of process improvement initiatives.