

Advanced Process Improvement

Your Pathway to Process Certification (e.g., CMMI®, ISO)



Course Overview

This course is all about you and your processes – the things you do either by yourself or with others. You will refresh your knowledge of the basic principles of process improvement and learn practical ways that you can apply these to your day-to-day activities to make your work more effective, efficient, and enjoyable.

The experienced instructors have worked as process consultants in over 100 implementations of process improvement in organizations like yours. Their practical experience forms the foundation for this course. They will present the process improvement concepts in a simple, jargon-free manner to help you comprehend the continuous process improvement concepts and use them to improve your project performance.

You will practice ways to work with other people in your organization to minimize crises and improve work quality through a practical, straightforward approach. You will also learn how to use measurement results to improve your processes. Finally, and perhaps most important, you will learn how even a small investment of your time spent on process improvement can provide huge improvements in your work experience.

Course Outline

- Process Thinking
- Defining Your Processes
- Process Improvement Benefits and Costs
- Overcoming Barriers to Change
- Measuring and Displaying Improvement
- Managing Your Processes

Course Format

This two-day course introduces concepts through stories, lectures and class discussion. You will practice the “how-to” of the principles through discussion of illustrative examples. Several exercises are included to give you practice in performing the most critical activities.

The instructors present real-life experiences in implementing process improvement activities in similar work environments. In open discussions, you and the other participants will have an opportunity to share experiences about what works and what doesn't.

You Should Attend If:

- You want to understand how an effective process improvement program can make your work more enjoyable and successful
- You want to improve your processes on a continuous basis
- You are interested in improving the services you provide your clients and want to learn how

Processes improve fastest when those involved in the improvement effort understand the whole process rather than just their piece of it.

P.Ranganath Nayak

Recommended Reading: <https://www.smashwords.com/books/view/252060>

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