

Discover Your Process Workshop

The first step on your path to Process Maturity



What's it like where you work?

You think you have your work pretty well organized but, despite that, you still have problems:

- Some confusion about who does what
- “Bad” surprises and crises
- Too many late nights
- Faulty products that get out the door
- Late deliveries

These are all symptoms of problems somewhere in your processes. In order to fix these problems you and your co-workers all have to be able to see where they are occurring and then agree on the best way to fix them.

Getting to where you can all share what you know about how your processes work is the key. Even in the most dedicated and cohesive work groups there can be significant differences in understanding “how we do things”. You need work together to discover your processes.

You will learn how to:

- Identify the processes critical to your success
- Display your processes so you can all see and agree on how they must work
- Find and fix process steps that cause problems
- Document your results
- Make process improvement continuous

Workshop Format

This workshop is presented on-site at your facility. It includes a brief presentation of the principles of process improvement, 3 short exercises and facilitated discussion.

Who Should Attend

You should be in this workshop along with your co-workers if you are ready to start doing something about finding and fixing the things that cause problems where you work.

How You Will Benefit

- Always know who does what and when
- Fewer crises (maybe none)
- Work normal hours, overtime and late nights go away
- No rework needed on what you do
- Easily spot ways to improve your performance

How Your Organization Benefits

- Schedule work with increased certainty
Save time in training new staff
- Get more consistent results
- Have fewer product returns
- Immunize your schedule to absences for illness or vacations
- Write winning proposals based on good process data
- Ease transition to new technology

**If you can't describe what you are doing as a process,
you don't know what you're doing.**

W. Edward Deming

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