Process Improvement for Project Managers

Your first step toward process maturity certification (e.g., CMMI®, ISO)

Course Overview

This course is for people who think process improvement is too hard, takes too long and costs too much. Running your business, providing a service, or leading a project – You always want to do better – and there are lots of people who are trying to tell you how. But when you talk with them they use lots of acronyms and have all sorts of strange terms (e.g., generic goals, task attributes). It's easy to get snowed by all this jargon and conclude that embarking on one of their programs just won't be worth all the effort involved. This one-day course provides a jargon-free, approach that will help you improve the performance of your business, service, or project.

The experienced instructors will help you comprehend the concept of continuous process improvement and use it to improve your project performance. You will learn how to define the types of work you do as a basis for process improvement. You will also learn how to use measurement results to improve your processes.

You will practice ways to explain to people in your organization how to reduce task time and increase work quality through an organized effort at process improvement. Finally, and perhaps most important, you learn how to convince your management that the effort is worth the cost and obtain their support.

The experience we have accumulated working with project managers in over 100 implementations of process improvement in organizations like yours forms the foundation for this course.

Course Outline

- Process Thinking
- Maturity Its Costs and Benefits
- Defining Your Processes
- Measuring Process Performance

- Process Language
- Process Improvement
- Exercises
- What Comes Next

Course Format

This one-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 instructor presents 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 help you be more successful
- You are interested in improving the products and services you provide and want to learn how.

> It is more than probable that the average man could, with no injury to his health, increase his efficiency fifty percent.   *Walter Scott*

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

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