

Continuous Process Improvement

Aimed at:

Managing Directors, Quality Managers and Managers responsible for implementing change and continuous process improvement in their organization.

Course Objective:

To demonstrate how the collection and analysis of data using CPI techniques can be used to achieve maximum benefit from existing management systems. CPI is a requirement of the Quality Standard ISO 9001:2000

Content:

Why embark on continuous process improvement?

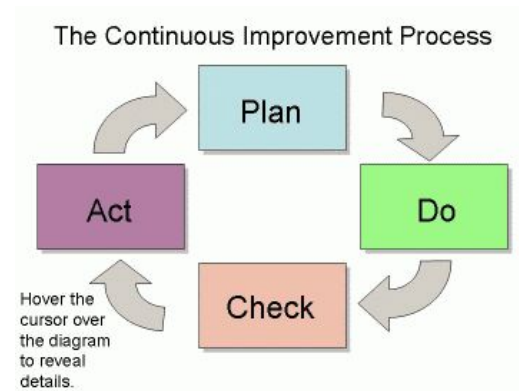
What prompts an organization to change?

What needs to change?

- Management Behavior
- Employee Involvement
- Process Management
- Customer Focus

How to change?

- Characterize the process
- Map the process
- Measure the Process using CPI techniques
- Improve the Process through corrective action



Format:

Oral presentation and group workshops to practice the techniques used in CPI:

- Flowcharting
- Data collection tools
- Brainstorming
- Fishbone diagram
- Root cause identification
- Develop counter measures



Training Outcomes:

At the end of the course delegates will be able to:

- Identify the requisite for organizations to embark on CPI, classify the needs to change and plan how it can be achieved
- Attendees will be able to map the change process, measure this process using CPI techniques and take corrective action to create improvements
- Assess and evaluate the different techniques used for CPI

Training Process:

The programme will provide theoretical insights into the various aspects of the course content and support these with practical examples, case studies and role-playing to reinforce learning. An interactive approach will be employed throughout and participants will be expected to engage in discussions and break out workgroups.