



Measuring and Improving Processes

Seminar Outline

► Overview:

Six Sigma performance is a worthy business goal. However, in Measuring and Improving Processes, the process management journey continues with the nuts and bolts of continuous improvements: Techniques to capture, analyze, and improve the business processes.

All performance improvement methodologies (PDCA, Six Sigma, TQM, reengineering, etc.) have four elements in common:

- Customer Requirements
- Process Maps and Measures
- Data/Root Cause Analysis
- Improvement Strategies

► Objectives:

Improving processes begins with the customer, be it internal or external. Understanding which customers and which requirements are most critical to your business determines which processes should be improved. Before relying on advanced Six Sigma techniques, significant process learning can be achieved using tools such as trend charts, Pareto charts, histograms and fishbone diagrams. Using these tools and other techniques included in Measuring and Improving Processes, you will be able to:

- Measure process performance
- Determine the stability, capability, and flexibility of your processes
- Identify the factors that limit quality, slow service time and increase costs
- Develop results-oriented solutions that will yield improved business results

► Who should attend:

This seminar is beneficial for

- Director of Project Management
- Finance Manager
- Project Office Management
- Project Cost Accountant
- Process Improvement Manager
- Project Team Member
- Candidate for the Project Management Professional (PMP) accreditation



- Business Analyst
- Candidate for the CBAP accreditation
- Manager of Administration, Operations or Manufacturing
- Anyone Actively Involved in Your Organization's Process or Quality Improvement Efforts

► **Structure:**

This Two-day seminar includes presentation, supporting documents, and interaction with highly experienced and qualified people from the field.

► **Contents:**

This seminar covers:

- Identifying the target customer
 - Who are your key customers?
 - What are their most important expectations?
 - Performance versus expectations
 - Kano Model
 - Getting/validating customer requirements
 - Service and product quality characteristics
- Documenting Processes
 - Top-Down Flow Chart
 - Work Flow Diagram
 - Cross-Functional Flow Chart
 - Tool selection criteria
- Measuring Processes
 - Measuring product or service quality
 - Where to measure
 - Characteristics of good indicators
- Analyzing Process Data
 - Pareto chart
 - Variation
 - Trend and control charts
- Root Cause Analysis
 - Fishbone diagram
 - Scatter diagram effect

Throughout the seminar there will be opportunities for questions, and where appropriate, case studies will be discussed.