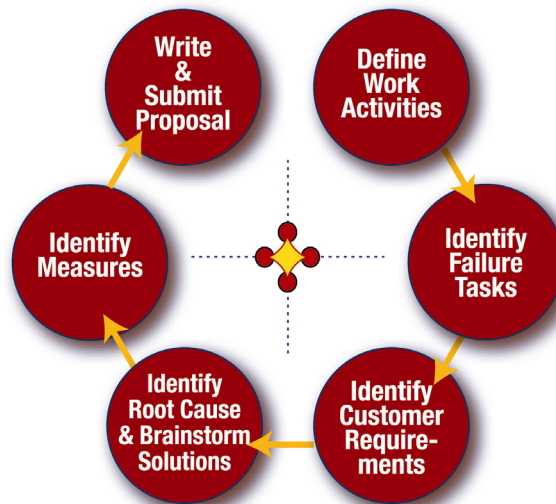


ProcessWORKS™

MAPPING AND DESIGNING PROCESSES FOR RESULTS

“The way to harness the power of people is not to protect them, not to sit on them, but to turn them loose, let them go, get management layers off their backs, and the bureaucratic shackles off their feet, and the barriers out of their way.”

Jack Welch



WHAT IS IT?

ProcessWorks: Mapping and Designing Processes for Results is a customizable one-day course that reviews the skills of process mapping—or a more in-depth four-day course based on your needs. In the four-day work sessions, participants examine and analyze process issues, generate strategies for improvement, and carefully design implementation plans for maximum effectiveness.

The first three days of the workshop include theory and practical application using lecture, video, and group exercises. Day four is spent analyzing and reviewing successes, challenges, and cost savings to the company.

WHY DO WE NEED IT?

“Do You Know the Way to San Jose?” Obviously, knowing the road or “the way” to any destination is crucial if you are going to make it on time, under budget, and with a minimal amount of frustration and hassle. Knowing where you are headed, what is required to achieve your goals, and what the barriers may be is what continuous improvement is all about. And yet we often start journey after journey (or project after project) using the same procedures and processes, without taking the time to assess and align for improved success.

ProcessWorks is about taking that time to explore the way the whole is accomplished—

making the invisible *visible*. The program addresses unlocking the knowledge, creativity, and energy and commitment of people who work together and who are both interested in and committed to change and continuous improvement.

WHO IS IT FOR?

ProcessWorks is for managers, leaders, and team members who are interested in improving performance and productivity.

COURSE CONTENT

ProcessWorks helps individuals create more effective processes by:

- **Mapping Processes**—Participants create a process map that serves as a snapshot in time to show a combination of functions, inputs, outputs, and organizational uses.
- **Exploring Relationship and Cross-functional Maps**—Individuals explore input/output workflow and cross or lateral workflow or sequences. Input and output gaps are also identified.
- **Identifying Loss**—Loss in productivity, materials, and manpower are identified.
- **Redesigning for Efficiencies**—Finally, entire processes are redesigned, considering sequencing, location, people, performance, productivity, cost, and measurement.

OUTCOMES AND RESULTS

ProcessWorks: Mapping and Designing Processes for Results enables individuals to:

- *Create a visual map of work processes*
- *Identify paths of workflow and analyze workflow efficiency*
- *Reveal problems and potential solutions*
- *Experience a collective understanding of the work being done*
- *Surface intricate connections and sequences*
- *Understand how problems are addressed and decisions are made*
- *Improve internal efficiencies and customer satisfaction*
- *Identify input and output gaps*
- *Improve and standardize quality*
- *Identify cost savings for the organization*



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