

Continuous Process Management

Brief Course Description:

Participants will be introduced to the Seven Step Joiner Method for continuous process improvement and will examine many of the quality principles and techniques needed to effectively and efficiently perform tasks in today's every changing work environment.

Key Topics Covered:

- Compare the Plan-Do-Check-Act model with the Seven Step Joiner Method for continuous process improvement.
- Use customer surveys and feedback to help focus on improvement needs.
- Clearly define the purpose and goals of a project.
- Use a variety of methods to gather data about the current situation.
- Select the most appropriate flowcharting method to assess your present workflow.
- Apply force field analysis techniques to identify both driving and restraining forces in a problem.
- Identify root causes of a problem using cause/effect diagrams, check sheets, graphs, charts, and Pareto analysis.
- Develop, test and implement solutions to the root causes.
- Evaluate both the solutions to a problem and the implementation process.
- Effectively communicate the results of a project.
- Maintain positive improvements by making appropriate changes in work methods and/or products.
- Identify and follow up on any future improvements needed.

Who Should Attend:

All employees