



## Training Course

# DRIVING OUT WASTE AND COST

## An Introduction To The Continual Improvement Cycle

This **one day workshop** provides delegates with the basic knowledge and understanding of key components that make up a systematic approach to continual improvement.

Every organisation needs to generate revenues in order to continue to exist. Income must cover costs and also provide working capital for future operations.

How will this goal be met? The traditional method is to focus on outcomes (“management by results”): just set clear objectives and targets for departments or functions, monitor delivery and issue warnings to anyone who is failing.

This, however, can lead to conflicts between departments each seeking to maximise their own impact and to behaviours which “distort data” or “distort the system” to make the outcomes look good. Then one day everything can come crashing down!

There is a better way. This better way focuses on the processes and systems that generate the outcomes. Taking waste, or non value added activity out of a process will reduce costs. Looking at the organisation as a system and understanding the interconnections and interactions between the various parts will provide a focus for reducing waste.

This better way is known as “Continual Improvement”.

A model for Continual Improvement is introduced and used to guide us in our study. The model is based on three fundamental questions:

- What are we trying to accomplish? And for whom?
- What changes can we make that will result in improvement?
- How will we know that the change is an improvement?

These three questions are then combined with the Plan-Do-Study-Act (PDSA) cycle. A proposed change is planned, preferably on a small scale. Big changes can lead to big consequences! The change is then carried out. The learning is studied. If positive, the change may be accepted as an improvement and therefore standardised and drawn into updated company procedures. If negative, the change may be abandoned – and a new idea for improvement sought. If there were some positive signs, then a modification might be made and the cycle repeated.

This **one day workshop** will use a case study to steer delegates through the model and the PDSA cycle.

## Expected outcomes

Delegates will:

- Understand and be able to apply the improvement model
- Understand and be able to identify the difference between change and improvement
- Return to the workplace with a personal action plan ready to start an improvement activity and with a thirst to acquire further knowledge and skills.

For a consultative meeting or additional information, please contact Mark Woods on 07976 426 286 or email him at [mwoods@stadius.uk.com](mailto:mwoods@stadius.uk.com).