



### Training Course

## IMPLEMENTING AN IMPROVEMENT PLAN MAKING CHANGE STICK

It is well known that lasting improvements come from careful forethought and planning.

Leaders need a framework on which to base their improvement work. This **one day workshop**, based on the work of Peter Scholtes, will encompass the two general approaches that are essential to most improvement situations:

- a. Managing and improving daily work
- b. Problem solving

*The 5 step plan* for Managing and Improving Daily Work is introduced. This plan incorporates Lean Thinking and tackles the removal of waste and inefficiencies in daily work processes.

- Step 1 – Understand the Process
- Step 2 – Eliminate Errors
- Step 3 – Simplify the Process
- Step 4 – Reduce Variation
- Step 5 – Plan for Control and Improvement

*The 7 step problem solving method* is also introduced and is used when a specific problem requires solving.

- Step 1 – Define the problem
- Step 2 – Understand the current situation
- Step 3 – Carry out cause analysis
- Step 4 – Develop solutions
- Step 5 – Evaluate results
- Step 6 – Standardise the gains
- Step 7 – Make future plans

The course will use both case studies and simulations to help delegates gain the requisite knowledge and understanding.

### Expected outcomes

Delegates will:

- Understand, and be able to apply, the 5 step plan
- Understand, and be able to apply, the 7 step problem solving method
- Have identified work place issues to which these methods can be applied
- Return to work with an action plan detailing how these methods can be applied to drive improvement

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