



Turbo charge your Improvement Efforts through the “Improvement Experience”

Introduction

The “Improvement Experience” is the premier training event for ensuring that the elusive goal of demonstrable continual improvement can become a reality.

It is an extremely successful event that has been run with leaders and people at all levels of seniority. It owes its success to:

- Being great fun to participate in and deliver
- Its robust structure – it translates to any type of organisation; public, private, big, small, manufacturing, finance or service
- Being based on learning by "doing"
- Establishing a clear understanding of the methods and practical approaches to improvement as well as indicating the culture required to support successful implementation.

The course is more than a training event for tools and techniques; it is a powerful vehicle for education and has been used as such at very senior management level by numerous organisations. On completion, your people are able to take on the messages that the course imparts and deliver demonstrable in-house improvements with confidence.

Objectives

The objectives of the programme are to help your leaders and people to:

1. Understand the organisation as a system
2. Articulate the system’s view down through the organisation
3. Understand the difference the system’s view makes to people’s behaviour and the use of measurement, performance and data
4. Know how to call for new data that is useful for improving the system
5. Listen to customers (both internal and external) to derive improvement priorities
6. Understand the building blocks of improvement - the process improvement team
7. Develop a strategic improvement plan
8. Identify the cultural issues that will help the transformation initiative
9. Put in place the necessary support mechanisms

Expected Outcomes

By the end of the two-day event, your people will be able to understand:

- The vital role of leadership in the improvement process involving the use of quality principles at a strategic level in the organisation
- What it is like to lead confidently and/or take part in improvement teams
- Why and how it is essential to make good use of information obtained from customers, processes and people if continual improvement is to become a reality

What is the “Improvement Experience”?

Over two days, participants become the hard-working staff of a small over-stretched Sales Order Department within FED Ltd dealing with highly demanding customers in an intensely competitive market.

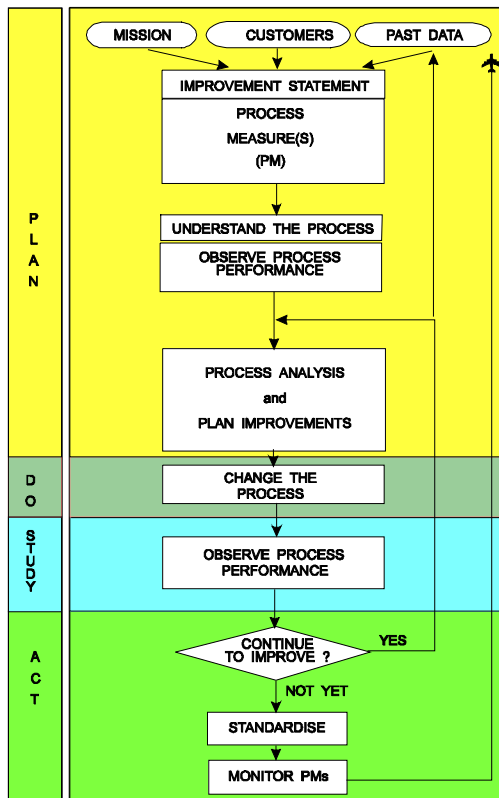
As FED staff members, they gather data, analyse their existing systems and re-design them to produce dramatic improvements in every aspect of their performance - not once but TWICE.

In this way, they learn how process improvement really works to deliver higher quality and actually achieve unprecedented performance levels. Moreover, they become acutely aware that, even after they have made dramatic improvements in quality and performance, further refinements are still possible using our systematic approach to process improvement.

The final part of the course is specifically designed for you to develop your own action plan to embed this new learning into your organisation.



THE SYSTEM for IMPROVING PROCESS PERFORMANCE



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The diagram shows the “Plan, Do, Study, Act (PDSA) System for Improvement” which provides the foundation for the systematic and continual improvement of processes. It is an improvement process that involves a cycle of activities; after *Act*, it begins anew: *Plan* again, *Do* again, *Study* again, *Act* again; an unending cycle of learning, evaluating, and working on process improvement and capturing benefits.

In more detail, the PDSA cycle comprises:

Plan:

Based on an understanding of the Company’s Mission, its customers’ requirements and current and past data, the improvement statement and process measure is formulated. The process is then studied to obtain a detailed understanding of the current ‘As Is’ situation.

Do:

Perform the activities defined in the improvement plan. A pilot programme on a small scale is recommended as a first step, if possible. (Large unstudied changes can lead to large consequences. Good and bad!)

Study:

Compare the results with the desired results; learn from them.

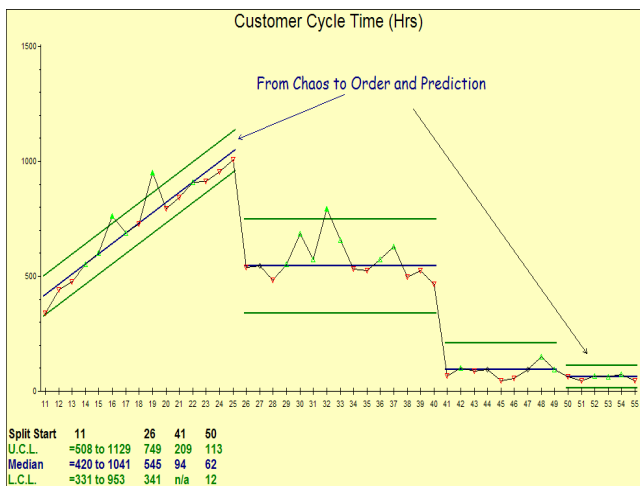
Act:

Take advantage of what you have learned; decide what you will try next. Take action. The decision at this point is do you continue to improve? If so, go around the cycle again. If not, standardise the new process, for instance, by locking the gain into any operating procedures.

From chaos to order and prediction

The graph shows how a team learns to understand the cycle time for the FED order processing department. Initially, the process is in chaos with the order processing time increasing. The team then collect data, study the data, draw up an improvement statement, analyse the process and develop a theory of change. The second, middle, section on the graph shows the first improvement. The process is now stable but, by repeating the cycle, the process is, without any capital investment, significantly improved yet again.

The impact of the improvement is that orders can be processed significantly faster than had ever been imagined with the result that the market can be expanded and a completely new level of service provided.



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