



Process Improvement Workshop
Developing Teams
to improve
Processes and Performance



**Delivered by
Rainmaker**

Process Improvement Workshop

Developing managers to improve processes and performance

Format: Usually 1 day or 2 day Workshops delivered on your site to your managers. We deliver a little theory and lots and lots of interactives sessions ... Just doing it! Practicing with the trainer and your colleagues

We ask and expect delegates to bring common process issues to deal with during the workshop

Delegates: 12 Max

Introduction to Process Improvements

Using Lean techniques and start delivering improvements in your office or factory. These workshops will be tailored to your specific requirements at no additional cost to you.



You need to participate in these workshops if you:

- need to deliver more services
- cannot compromising quality
- need to deliver with fewer resources
- have one or more critical processes that require improvement
- need to increase margin or profitability
- need to improve your edge in crowded or highly competitive markets

Aim and Learning outcomes

Discover and use basic Lean Techniques to improve productivity, quality and profitability.

At the end of this two-day workshop, participants will be able to:

- Describe Kaizen (Continuous Improvement) basics and Deming's P.D.C.A. cycle.
- Describe why The Voice of the Customer is critical to improvement success
- Create an As Is (Current State) and a To Be (Future State) process map
- Describe the differences between Value Adding and Non Value Adding Activities and their effects on profitability
- Use practical Problem Solving techniques
- Describe how to lead and implement Lean approaches in your organisation
- Practical action planning

Deliverables/ outcomes

Initial As is and To Be process maps
At least 5 quick fixes or improvement actions
Improvement action plan

This can also be delivered as a Lean appreciation course. - 1-day

Find out how Lean techniques could be applied in your organisation - 1-day

Who will benefit from this workshop

Managers, specialists and teams who are tasked with improving, productivity, quality or profitability in manufacturing and service organisations as well as local government.

Prerequisites

None. Other than a passion for and commitment to make improvements for your customers, organisation or team.

Value Stream Mapping workshop :

These workshops can be tailored to your specific requirements at no additional cost.



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- need to deliver more services
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Aim and Learning outcomes

Create "As Is" and " To Be" (Current and Future state) maps.

At the end of this two-day intensive workshop, participants and teams will be able to:

- Use customer data to steer (The Voice of the Customer) improvements
- Create As Is and To Be process maps
- Create and analyse value streams in your organisation
- Describe the differences between Value Adding and Non Value Adding Activities and their effects on profitability
- Describe the differences between Push v Pull Systems
- Describe the value of and use Visual Management techniques
- Use practical Problem Solving techniques
- Describe how to lead and implement Lean approaches in your organisation
- Practical action planning

Prerequisites

Some knowledge of Kaizen (Continuous Improvement) basics

You are a team passionate and committed to make improvements for your customers, organisation or team.



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