

Control Your Processes

Background and description

Many managers spend much of their time making sure the routine operation for which they are responsible is working correctly - or put another way, helping, tinkering, tweaking, chasing, checking or sometimes interfering with what the workers should be doing. This is hard work and not always time well spent.

One of the aims of *Control Your Processes* is, as the name suggests, getting routine operation to a steady state where it runs itself with minimal managerial input. The second aim of the course is, as Dr Juran would put it, to 'hold the gains'. Once a process has been improved, how can you ensure that performance is maintained at the new, improved level and things don't start to slip back to where they were?

Duration and who should attend

Duration

2 days

Who should attend?

- Chief Executives, Directors, senior and middle managers
- Anyone responsible for routine operation
- Ideally people responsible for a specific area of routine operation attend together

This course is ideal for graduates of *Universal Improvement Skills* and the *Strategic Improvement Programme*. It is a requirement that participants must have attended one of these or the *Facilitator Development Programme* beforehand. It is even better if they have also attended *Universal Data Skills* as this is the ideal next step to emphasise the link between process control and measurement.

Style and structure of the course

This is not a course about procedure writing. It is a course about controlling routine operation, i.e. making sure your processes run smoothly and consistently. There is a 50/50 split between input and practical application.

What participants will learn

- Key concepts and underpinning principles
- The difference between 'breakthrough' and 'control' and why this is important
- Practical definitions for systems, processes, policies, procedures and performance standards that will help participants think clearly about the routine operation for which they are responsible
- How to identify a system, write an aim for it, identify the processes that make up that system and be clear about the purpose of each process
- How to document and error-proof a process including the use of checklists
- How to set up and run a 'System of Control' - the means by which procedures are created, updated and implemented
- The link between Improvement Methodology and process control

