

## Pursuing Process Excellence On-Demand Workshop

### COURSE OUTLINE



#### Lesson 1

##### What's Holding Back Your Pursuit of Excellence?

- ➔ Workshop Overview
- ➔ Exploring Process Excellence
- ➔ How Fast Can You Go?
- ➔ What's Holding Us Back?

#### Lesson 2

##### The Roots of My OPEX Obsession

- ➔ The Roots of My OPEX Obsession
- ➔ Key Career Process Excellence Learnings

#### Lesson 3

##### Restrictor #1 - We Don't Learn From Our Past

- ➔ Are You Learning From the Past?
- ➔ Leadership and Improvement Realities

#### Lesson 4

##### Restrictor #2 - We Don't See All Work as a Process

- ➔ We Don't See All Work as a Process
- ➔ Introduction to Process Improvement
- ➔ Process Definition Basics
- ➔ Defining Process Measures, Costs, and Waste

#### Lesson 5

##### Restrictor #3 - We Don't Use Our Improvement Tools

- ➔ The Need for Process Improvement Tool Use
- ➔ Process Variation Basics
- ➔ Using Daily Process Data to Change
- ➔ How to Find High Leverage Problems
- ➔ More Great Process Improvement Tools
- ➔ Making Process Excellence a Daily Habit

#### Lesson 6

##### Restrictor #4 - We Don't Engage Our People

- ➔ The Power of Effective Team Engagement
- ➔ What is Workforce Engagement?
- ➔ Exploring Engagement Processes
- ➔ Recognition, Retention, and Recruitment Options
- ➔ Creating an Engagement Infrastructure

#### Lesson 7

##### Restrictor #5 - We Don't Have Time for Improvement

- ➔ We Can't Find Time for Improvement
- ➔ Searching for Value Added Time
- ➔ Finding Time for Change
- ➔ Exploring Leader Non-Value Added Time Use

#### Lesson 8

##### Does Your Work Culture Support Process Excellence?

- ➔ Changing Work Systems to Shift Work Culture
- ➔ The Leader's Role in Culture Change
- ➔ Defining Leadership Expectations

#### Lesson 9

##### Now ... What's Holding You Back?

- ➔ Now, What's Holding You Back?
- ➔ Action Planning for Process Excellence
- ➔ Sustaining Your Pursuit of Process Excellence

#### Lesson 10

##### Planning for Improvement

- ➔ Planning for Improvement
- ➔ Defining Next Steps