

Course description

Managing Work Process & Systems

Finding value in work efficiencies, planning, and quality

A 9 session course



Managing Work Process and Systems is for all employees who must identify and solve systemic problems, coordinate cross-functional projects, collect and evaluate corporate data, channel information throughout the organization, drive out waste and unproductive practices, and assure world-class quality.

Participants map work processes, explore systemic interactions, and plan a project in this hands-on course. (9 sessions, 27 hours)

Course Content

1. Process mapping

- Understanding how work gets done
- Mapping tools and techniques
- Flowcharting a process
- Applications for improving work process

2. Systems thinking and seeing problems

- Systems
- Two types of feedback loops
- Systems laws
- System templates

3. Squeezing out waste: Intro to lean methods

- Waste defined
- Principles of lean production
- Implementing lean processes
- Glossary of lean production terms
- Six Sigma connection

4. Developing projects

- What project coordinators do
- Identifying the key result
- Starting your project in style
- Developing specifications and standards

- Assembling the project team
- Statement of work

5. Laying out a project

- Mind mapping, mind dumping
- Identifying project tasks
- Estimating time lines
- Beating Murphy's law
- Sequencing tasks into a project flow chart
- Finding the critical path
- Gantt charts

6. Budgeting, implementing and monitoring a project

- Project life cycles
- Developing project budgets
- Delegating tasks and assigning work
- Tools for implementation and follow up

7. Facilitating skills

- Assumptions about group process
- The role of the facilitator
- Group effectiveness evaluation worksheet
- Tools and tips for facilitating

Appropriate for all employees responsible for developing, planning, leading or coordinating work process improvement initiatives and projects of all types and durations.

Course materials and certificate. Participants receive

- A 190 page participant guide that includes personal assessments, application activities, on the job application assignments and reading reviews.
- Participants will map actual work processes they deal with on the job and develop a project during the project management component.
- A colorful certificate of achievement signed by the author and the course instructor as documentation that they satisfactorily completed all aspects of the course.

MANAGEMENT™
You

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