

Process Management Trainers

Outline of Process

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- Obtain Team to Train - Communication with Steering Committee...
- Coordinate and communication with the Presidents Office, Maggie
- Materials needed: Process Improvement Book by Stan Jensen Ph.D., one for each new team member, name tents, Q I Macros, Markers, Flip Chart...
- Trainer Introduction by: President or V.P. or Director, or Dean of area

Usually a team can accomplish Steps 1-4 within one Semester. The following is a general outline of the Steps within Process Management:

Step 1

Day 1

- Introductions
- Explain General Purpose of P.M.
- What is Process Management (Quality) Page 1.2 and 1.3
- What are the 6 Foundation Principles or P.M., Page 3.2
- That are the 7 Steps of P.M., Page 4.2
 - Team will be Reporting-Out to the Steering Committee at the end of the semester, Date_____
 - Steps 1-4 will be completed at Report-Out
 - Steering Committee will give feedback to team one or two weeks after the Report-Out (Yes, Modified Yes, or perhaps a No with the reason why...)
 - Steps 5, The Team will Shepard the implementation of their approved ideas and STUDY the RESULTS
 - Step 6, Team will Engraft the proven improvements into the appropriate area of the college
 - Step 7, Team will give final report of RESULTS to the Steering Committee and ask to be retired as a team...
- What are the Tools of P.M. Page 5.2
 - Start to teach tools such as:
 - **Flow charts**
 - **Operational Definitions**
 - **Check Sheets**
 - The key is to start to collect DATA

- Explain Roles of:
 - Trainer
 - Sponsor
 - Team Leader
 - Team Scribe
 - Team Member (Everyone is a equal Team Member)
- Explain what the Project Statement is i.e. a clear 5 Acre Field, Page 2.2
- Team works on writing the Project Statement
- The completed Project Statement is taken by the Sponsor to the Steering Committee for approval and feedback...
- The team makes assignment to each other and collects data

Day 2

- One minute report by the team leader on progress.
- Review tools that were taught last time
- Could do SASA, 4 Factor Behavior Analysis
- Teach more tools:
 - **Surveys, Focus Groups...**
 - **Relations Diagram**
 - Bench Marking
 - Keep collecting Data

Step 2

Day 3

- One minute report by team leader on progress...
- Review Tools that were taught last time
- Explain the Written Report in more detail, Page 9.2
- Teach more tools:
 - **Run Charts**
 - **Line Graphs**
 - **Review Project Statement, Stay in the 5 Acres**
 - **Stay focused on a do-able size process and a vital process**

Day 4

- One minute report by team leader on progress...
- Review Tools...
- Review Report Check List, Page 9.2
- Make sure team has a date and a time to report-out to the Steering Committee...
- Teach more tools:
 - **Cause and Effect Diagram**
 - **Pareto Diagram**

Step 3

Day 5

- One minute report by team leader on progress...
- Review Tools
- Where is the Team in writing report, Page 9.2 – 9.3
- Teach new tools:
 - **Force field Analysis**
 - Scatter Diagram
 - Control Charts

Step 4

Day 6

- One minute report by team leader on progress...
- Emphasis page 9.2 and 9.3 (start to develop clear list of ideas for improvement and how to implement...
- Teach new tools:
 - **Systematic Diagram**
 - **Gantt Chart**

Day 7

- One minute report by team leader on progress...
- Teach team how to report-out and the expectations for the report-out...
- Make sure they have:
 - **A clear list of their ideas for improvement**
 - **A clear implementation plan**
 - **A clear Cost Analysis**
 - **A clear idea of benefits expected...**

Day 8

- One minute report by team leader on progress...
- Make Sure:
 - Team has a page(s) on Step 5
 - How they will study the results
 - When they will update the Steering Committee about their progress and early results, get electronic copy to Maggie Lucey
 - Team has a page(s) on Step 6
 - How they will engraft...
 - Who will take over their ideas...
 - How the process will continue to be measured
 - Team has a page(s) on Step 7
 - Suggested areas for future teams
 - Say Thanks...
 - Enough Copies of Executive Summary Pages
 - Whole report and power point are posted on intranet
 - Deliver Power Point and Team Report Electronically to Maggie Lucey to post on Process Management Web Page

Day 9

The Team Reports Out!! The Team is recognized and celebrated...

Day 10

Make sure the Sponsor gives the Steering Committee decisions and feedback to the team.

Implementation:

- **Make sure the Team Implements and Measures Results...**
- **Make sure the Team Finishes and Retires**
- **Final Report delivered to Maggie Lucey**

Assess and constantly improve the process.

As a Trainer if you have problems or questions please contact: Dr. David Hartleb or Maggie Lucey or Dr. Stan Jensen. Your leadership is important to NECC!

Thanks!