



Delivering business success through the continuous improvement of the capabilities of people and process

MasterClass in Process Improvement

THE NEED:

Manufacturing process must flow efficiently to avoid unnecessary repairs, reworks, stoppages or accidents. The challenge is to be able to see where there are bottlenecks and non-value adding elements in the process.

THE SOLUTION:

A MasterClass in Process Improvement is a structured approach to diagnosing and then changing the way a process flows. The techniques of Continuous Improvement are deployed in a learn-by-doing manner ensuring company staff are equipped with the skills to replicate the process independently.



skills ►► productivity ►► competitiveness ►► profitability



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THE PRODUCT OVERVIEW:

A MasterClass in Process Improvement is a structured approach to conducting a practical change event with a team of 5 to 10 members lead by an experienced Industry Forum Engineer. The activity spans a total period of 4 months with the most intense stages taking place during the diagnostic and workshop phases.

The phases are:

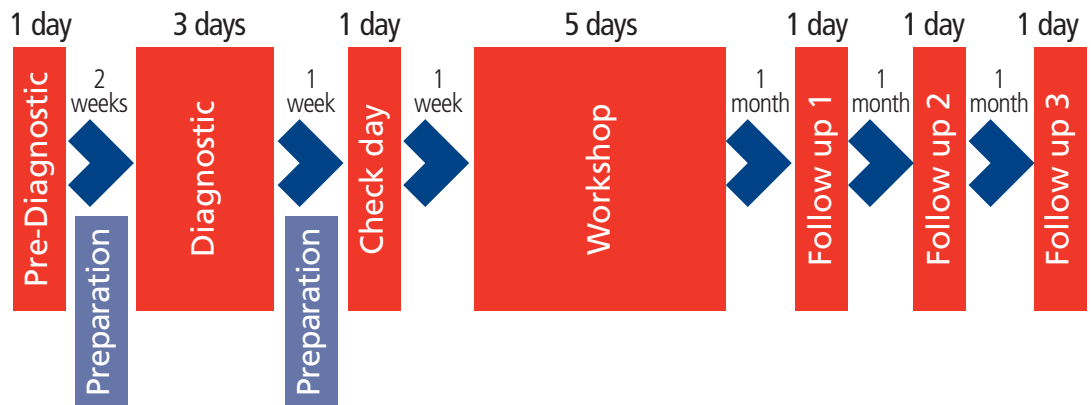
- 1. Pre-Diagnostic.** Here the Industry Forum Engineers assess the business needs and select the area where the focus is to be placed for improvement.
- 2. Diagnostic.** The team members are taught the analytical skills necessary to understand where the losses are occurring in the process and how these losses may be eliminated.
- 3. Check day.** Before embarking on a physical alteration to a process it is necessary to ensure the correct materials, people and approvals are in place.
- 4. Workshop.** From the Diagnostic stage a set of goals will have been developed and during the Workshop phase the team will be guided through a series of Plan Do Check Act cycles in order to realise the targets set. The Industry Forum Engineer will act as facilitator throughout and team members will be encouraged to practice their new found skills in a practical manner. Daily reviews will assess progress and the workshop will conclude with a feedback presentation to the company's management staff. This will provide a clear account of the tasks undertaken and the benefits gained.
- 5. Follow up.** Three follow up days will be made at monthly intervals.

Follow up 1 will assess the sustainability of the workshop activities and any further coaching as necessary.

Follow up 2 will develop a plan for replicating improvements in similar areas with the skills gained to-date.

Follow up 3 will challenge management to include continuous improvements to their business KPIs.

MasterClass structure



THE RETURN ON INVESTMENT:

MasterClasses are not theoretical exercises in a classroom, they are structured to address the needs of a business.

The cost of a MasterClass is recovered through the direct measures of process performance, ie. Quality, Cost and Delivery.

Also, indirect benefits are gained through the involvement of the company's team members, many of whom may not have participated in an improvement programme before.

This is the essence of sustainable change.

NEXT STEP:

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