



CAPABILITY BUILDING

CUSTOMIZED TRAINING & DEVELOPMENT

An organization is only as good as the people who stand behind it. Striking Ideas brings its capabilities in designing and developing customized and need-based training. Building internal organizational capacity to address improvement is inherent to becoming proactive rather than remaining transactionally oriented and reactive. The final goal of this exercise is to develop internal capabilities for an organization. With a range of interventions, workshops from consulting and facilitation of the teams designed to develop the systems and processes internally.

POTENTIAL OUTCOMES — (1) Better Data-based Decision Making Skills among Leaders and Managers, (2) Improved Team Performance with Trained Facilitators, (3) Estimated Value of COPQ, (4) An agreed method to measure Customer and Employee Engagement, (5) Improved Effectiveness in Quality Improvement Teams.



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1 COPQ OVERVIEW

Cost of poor quality (COPQ) is a methodology that allows an organization to determine the extent to which its resources are used for activities that prevent poor quality, that appraise the quality of the organization's products or services, and that result from internal and external failures. Such information allows an organization to determine the potential savings to be gained by implementing process improvements. The COPQ workshop has 3 main objectives as stated below:

1. To understand the concept of Costs of Poor Quality (COPQ) as applicable to any industry
2. To get a perspective of the magnitude of the figure when calculated as a metric in relation to other clinical and non-clinical metrics
3. To understand How to develop a COPQ system that provides these numbers to the CEOs / CXOs at a pre-agreed frequency.

WORKSHOP OUTCOMES

1. Understand the concept of COPQ
2. Develop a template to initiate a COPQ assessment for your organization
3. Understand the roadmap for this assessment
4. Develop a governance mechanism for monitoring this assessment.

WHO SHOULD ATTEND

This workshop is designed for senior leaders and highly recommended for CEOs, Presidents, Managing Directors, HODs of Cross-Functional Departments that are directly responsible for departments and processes.

COURSE OUTLINE

The following are the broad topics covered in this briefing:

1. The Juran Trilogy
2. What is COPQ?
3. Categories of COPQ
4. Examples of COPQ in your industry
5. Making the Initial COPQ Study
6. Relating the Grand Total to your Key Metrics (Financial and Non-financial)
7. How does COPQ impact your Customers



2 DEEP LISTENING A ONE DAY WORKSHOP

Your customers are the ultimate judges of your performance and the quality of your products and services. Thus, your organization must consider all product and service features and characteristics and all customer access and support modes that contribute value to your customers. Such behavior leads to customer acquisition, satisfaction, preference, loyalty, positive referrals, and ultimately, the ongoing success of your business. Deep-Listening (VOC) has current and future components: understanding today's customer desires and anticipating future customer desires and marketplace potential.

WORKSHOP OVERVIEW

This workshop covers how your organization engages its customers for ongoing marketplace success, including how your organization listens to the voice of the customer, serves and exceeds customers' expectations, and builds long term customer relationships.

WHO SHOULD ATTEND

This workshop is designed for Heads of all departments, Head of Quality and Business Excellence, Market Research Team (if any).

COURSE OUTLINE

1. Who are your Customers, Customer Groups, Market Segments and Stakeholder Groups
2. How are their key requirements and expectations for your products, customer support services, and operations, including any differences among the groups, identified and put into practice
3. Managing customer complaints?
4. Customer satisfaction, dissatisfaction, and engagement?
5. Obtaining information on customers' satisfaction with your organization relative to other organizations?
6. Types of competitors
7. Concept of benchmarking and therefore, who are your comparators
8. What key sources of comparative and competitive data are available from within your industry? What key sources of comparative data are available from outside your industry?
9. How do you listen to, interact with, and observe customers (current, potential and lost) to obtain actionable information?
10. How do you enable customers to seek information and support?

WORKSHOP OUTCOMES

1. Understand the concept of VOC
2. Understand how to use voice-of-the-customer and market data and information to build a more customer-focused culture and support operational decision making.



3 PEOPLE POWER

VALUING PEOPLE – ONE DAY WORKSHOP

An organization's success depends on an engaged workforce that benefits from meaningful work, clear organizational direction, the opportunity to learn, and accountability for performance. An engaged workforce must also have a safe, trusting, and cooperative environment. A thriving healthcare organization has a culture of inclusion that capitalizes on its workforce, partners, and collaborators' diverse backgrounds and characteristics, knowledge, skills, creativity, and motivation. Such an organization values all people who have a stake in the organization, including customers, community members, stockholders, and others affected by its actions.

WORKSHOP OVERVIEW

This workshop explains how your organization should engage, manage, and develop your workforce to utilize its full potential in alignment with your organization's overall business needs.

WHO SHOULD ATTEND

HODs - all departments, Head – Quality and Business Excellence, Human Resources Team

COURSE OUTLINE

1. Determining drivers of employee engagement
2. Assessing employee engagement
3. Fostering an organizational culture that is characterized by open communication, high performance, and an engaged workforce
4. Empowering employees
5. Building an employee performance management system support high performance that incorporates workforce compensation, reward, recognition, and incentive practices
6. Reinforcing a learning and development system that support the personal development of employees
7. Managing career development for your employees and your future leaders.
8. Succession planning for management, leadership, and other key positions

WORKSHOP OUTCOMES

1. Understand how to identify the drivers and accordingly assess employee engagement. What happens next
2. Understanding ways to build an organizational culture to enable high performance
3. Leveraging a learning and development culture
4. Understanding basics in career development, succession planning, and similar processes.



4 BPM FOR LEADERS

BUSINESS PROCESS MANAGEMENT

HALF-DAY WORKSHOP

The M in BPM stands for management. Business processes are the only way any organization delivers value. By themselves, the separate functional areas of an organization cannot deliver value to external parties. Continuous improvement is not enough; organizations also need a foundation of ongoing process management.

OVERVIEW

In many organizations, processes are not clearly defined thereby operating in ineffective departmental silos. *“A bad process is better than no process at all. A good process is better than a bad process. But even a good process can be improved.”* — Based on this insight, business process management for practitioner programs is designed.

WHO SHOULD ATTEND

CXOs, Department/Function Heads, and everyone who plans executes, and monitors business strategies and business objectives. At the end of this program, leaders can help practitioners define, design, and improve business processes that confirm the execution of business processes.

COURSE OUTLINE

This program is designed with a special emphasis on leaders as the Subject Matter Experts or domain experts who know the industry and how an organization manages its business operations. The program provides specialized knowledge on how to communicate business operations with process thinking using process language. The program includes various techniques and best practices that step by step guide SMEs to discover and define business processes and link with work systems as explained and given by the leadership team.

An Understanding of Business Process Management Introduction to Business Process Management ● Problem of Problems: A perspective on selection of business problem ● Primacy of Process: Process Ownership ● Virtuous Circle: Source for Continuous Improvement ● Enablers of Business Process Management

A Real Life Case Study on Strategy to Execution ● Vision, Strategy, Business Objectives Map with Business Processes and Customer Journey Map ● Define/Design Business Systems for Practitioners ● Link Business Objectives with Process Objectives

A Road Map for Business Process Management ● BPM Maturity Assessment ● Define, Design Road Map for Business Process

WORKSHOP OUTCOMES

1. An Understanding of Business Process Management
2. Discover and Define Business Processes
3. Map and Improve Business Processes



5 BPM - FOR PRACTITIONERS

BUSINESS PROCESS MANAGEMENT WORKSHOP

The M in BPM stands for management. Business processes are the only way any organization delivers value. By themselves, the separate functional areas of an organization cannot deliver value to external parties. Continuous improvement is not enough; organizations also need a foundation of continuous process management.

OVERVIEW

A process is not just something your business does; processes are your business. However, in many organizations, processes are not clearly defined or documented in ineffective departmental silos. “A bad process is better than no process at all. A good process is better than a bad process. But even a good process can be improved.” — Based on this insight, business process management for practitioner programs is designed.

WHO SHOULD ATTEND

Function Heads, Subject Matter Experts, Domain Experts, Business Analysts, Process Analysts, Process Owners and everyone who involves in process discover, define and improvement.

COURSE OUTLINE

This program is designed for the Subject Matter Experts, or domain experts who know inside out of the industry and the way an organization manage their business operations. The program provides the specialized knowledge on how to communicate business operations with process thinking using process language. The program includes various techniques and best practices that step by step guide SMEs to discover, and define business processes and link with work systems as explained and given by leadership team.

An Understanding of Business Process Management ● Introduction to Business Process Management ● Problem of Problems: A perspective on selection of business problem ● Primacy of Process: Process Ownership ● Virtuous Circle: Source for Continuous Improvement ● Enablers of Business Process Management

Discover and Define Business Processes ● Types of Business Processes ● Components of Business Processes ● Process Landscape to Discover Business Processes ● Measure Process ROI

Methods to Map Business Processes ● Inside Out and Outside In View ● Define and Map Business Processes ● Risk Management ● Process Key Performance Indicators ● Customer Journey Map

WORKSHOP OUTCOMES

1. An understanding of Business Process Management
2. Discover and Define Business Processes
3. Map and Improve Business Processes



6 CERTIFIED TRAINERS ON QUALITY IMPROVEMENT

This professional course is designed to prepare individuals to teach the most useful problem-solving tools to teams in their own companies. Such investment in capability building goes a long way in strengthening the very fabric of building excellent capabilities for the organization, thereby developing an appetite for meeting challenges by solving problems.

COURSE OVERVIEW

During the various phases of a total quality initiative, organizations must build on the infrastructure to support full-scale quality initiatives. This infrastructure includes corps of skilled trainers, which must be trained, supported, and expanded over time. The course is an education-cum-action program. Hence the certification criteria are in two parts:

Part I — Five days structured workshop on Teaching Quality Tools. The focus of the workshop is on:

● Problem solving ● Ten quality tools ● Simulation multi-tool exercise.

Part II — The candidate trains two quality improvement teams on all ten tools. Feedback from the two project teams is evaluated by a Striking Ideas Consultant. An overall feedback from the Quality Council is also necessary: ● The candidate develops two comprehensive exercises on any two quality tools. These exercises are oriented to the company background. The candidate is required to report these exercises to Striking Ideas coach leading the certification.

TEACHING QUALITY TOOLS (CTQT – PART I)

Session Topics: This workshop is intended to help people prepare to teach quality tools. It provides detailed examination of each of the critical quality tools, an examination of the training materials and their use, and an opportunity for participants to lead small segments of the course. Participants learn to administer an extensive quality improvement project simulation, and are challenged to select the proper tools to solve a real-life quality problem. Each major topics in Teaching Quality Tools provides interactive presentations, extensive exercises, and practice leading groups. Session topics include: ● How to teach ● Problem solving ● Flow diagrams ● Brainstorming ● Cause-effect diagram ● Pareto analysis ● Data collection ● Control charts ● Check sheets ● Graphs and charts ● Scatter diagrams ● Stratification ● Histograms ● Box plots ● Project simulation ● Administering the simulation

WHO SHOULD ATTEND

Candidates who have: Good training and presentation skills, Have basic knowledge on quality.

WORKSHOP OUTCOMES

1. After successfully completing this workshop, participants will have acquired a thorough understanding of each quality improvement tool, and ways to apply, interpret, and explain each tool.
2. Participants will Further their understanding of the ten tools and their proper applications
3. Gain experience using each tool
4. Practice using the Instructor's Manual
5. Identify important learning points and comprehension
6. Understand the structured process for administering the simulation exercise.



7 PERSONALITY FACTORS FACILITATION SKILLS FOR PRODUCTIVE TEAMS

Untapped massive drain in lack of productivity can be traced back to personality factors when teams can't function effectively that harbors a silent drag in organizations. Everyone attempts to play a part in achieving the organizational goals, yet there is friction due to unseen forces. Such negative forces lurk, and the only way to fix such dysfunctionality is to address it at its roots by altering the forces to productive alignments. This intervention is designed to bring facilitation skills to propel effective teams.

WHO SHOULD ATTEND

HODs (cross-functional departments), Head – Service Quality, Head – Clinical Quality, all selected Facilitators, Project

Team Leads, Six Sigma Black Belts, Green Belts, anyone who is identified to play the roles which entail leading teams.

COURSE OUTLINE

The following are the broad topics covered in this briefing:

1. The Project Team: Process
2. The Project Team: Roles
3. The Project Team: Activities
4. Role of facilitator
5. Synergy - Key to Successful Teamwork
6. Coaching Your Team Leaders on Meetings
7. Keeping Your Team on Track
8. Clarifying and Confirming
9. Giving Feedback – Positive and Corrective
10. Managing Resistance

WORKSHOP OUTCOMES

1. Understand how to facilitate cross-functional teams
2. Resolve conflict among team members
3. Serve as a catalyst to the team to reach its objectives



ORGANIZATIONAL EXCELLENCE

LEADERSHIP INSIGHTS

Our strides in ORG-EXCEL LEADERSHIP INSIGHTS provide nuances about essentials of excellence with deeper insights so that leaders better appreciate and understand a systems view of their entire organization. This leads to enhancing leaders' engagement and elevated comprehension in decision-making.

WHO SHOULD ATTEND

CEOs, Managing Directors, Presidents, CXOs, Quality and / or Business Excellence Leaders.

COURSE OUTLINE

This top-executive briefing explains:

1. How successful organizations achieve excellence
2. How to use the Performance Excellence Framework for a systems (systemic) perspective that can be applied to successful organizations
3. Engage in the Discovery Phase to identify 5 to 6 gaps to positively impact business outcomes.
4. How an organization should improve measuring their business results
5. How an organization could use comparators to stay ahead at all times.
6. How successful organizations achieve excellence
7. The Power of Linkages and Integration
8. How an organization should improve measuring business results
9. How an organization could use comparators to stay ahead at all times

WORKSHOP OUTCOMES

1. Understand the Systemic View of the organization to achieve Performance Excellence
2. Provide precise and relevant feedback with a holistic view.
3. Understand the governance process in implementation, to ensure sustained drive to achieve performance excellence.
4. Affect the quality of decision making with enhanced understanding about essentials of excellence.