

**Category:**  
Process Improvement

**Course Prerequisite:**  
None

**Course Length:**  
16 hours

**Facilitator Fee:**  
\$225.00/hour

**Materials:**  
NA

**Minimum Number of Students:**  
4

**Maximum Number of Students:**  
12

**Delivery:**  
On-site or Virtual  
(Additional charges for in-person \$0.70 per mile)

This adult learning course focuses on improving and streamlining processes for enhanced efficiency. Participants learn to deeply understand a process.

- Identify *actionable* opportunities for process improvement.
- Deeply understand a process to facilitate alignment among team members
- Promote a culture of camaraderie, teamwork, and employee engagement
- Establish a competitive advantage within the industry
- Support ongoing continuous improvement efforts

**What participants will learn in throughout program:**

**8hr Train, 16hr practice, 24-34hr apply**

- Overview of process mapping
- Identify areas of inefficiency or waste
- Create a process map
- Five methods for brainstorming opportunities and potential solutions
- Facilitating process mapping session
- Prioritizing solutions using a priority chart
- Developing an improvement plan
- Implement straightforward action items
- Preparing opportunities and improvement documentation to share with the organization

**Ideal candidates for this course:**

- Directors, Supervisors, Managers, Front-line team members, office workers, project managers
- In manufacturing, healthcare, transactional, and service industries

