WHAT IS PROCESS IMPROVEMENT?

Looking at the Existing State (the before), comparing it to the Desired State (the after), and determining the gap between them and what is needed to move into the desired state

WHAT WE DID

TEAM PROCESS IMPROVEMENT DAY 1

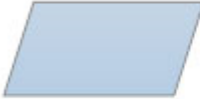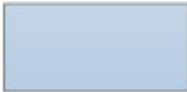| GOAL	WHAT	HOW-TO
See the big picture	Conduct a SWOT Analysis <table><tr><td>STRENGTHS</td><td>WEAKNESSES</td></tr><tr><td></td><td></td></tr><tr><td>OPPORTUNITIES</td><td>THREATS</td></tr><tr><td></td><td></td></tr></table>	1. Assign one color post-it to each item 2. As individuals, do a 5-minute brain dump for each area. Facilitator calls categories and times. 3. Post individual post-its on the appropriate chart 4. Split into 4 groups & categorize post-its 5. Share findings
Learn Process Mapping	Use videos from The Process Consultant, Ian James theprocessconsultant.com/videos	Throughout the day, we watched • What is a business process? • Process Improvement: People • Pitfalls and How to Handle Them • Cycle Time • Process Improvement Handoffs • Flexibility

Continued…

GOAL	WHAT	HOW-TO

Practice Process Mapping — Map out making toast — Teach the shapes
Practice mapping out making toast

Symbol	Name	Function
	Start/end	An oval represents a start or end point
→	Arrows	A line is a connector that shows relationships between the representative shapes
	Input/Output	A parallelogram represents input or output
	Process	A rectangle represents a process
	Decision	A diamond indicates a decision

Define Current Processes — Map out Processes

1. Break into work area groups
2. Use flip charts, post-its and markers to map out work process
3. Identify any red flag problem areas

Compare Perspectives — Present Group Processes

1. Share and compare group process maps
2. Discuss
3. Refine
4. Aggregate red flags

WHAT WE LEARNED

We discovered there was a lot of value in stepping back and reviewing things at this level. People realized the complexity of the organization, importance, workflow and interconnectedness of the different roles, and many red flags appeared across the roles. We also saw that one day was not enough time, so the process continued.

FOLLOW UP ACTIONS

GOAL	WHAT	HOW-TO
Create working copies	Transfer flipcharts to software	Use Smartdraw, Visio, Lucid Chart, PowerPoint or similar software to: 1. Diagram individual area process maps 2. Aggregate maps into a swimlane diagram for overall company picture Use Word to document 1. Items in the SWOT analysis 2. Red flag issues
Data Analysis	Prioritize action item	1. Review and discuss findings 2. Prioritize needs
Implement Fast Fixes	Collaboration software	1. Begin to more effectively leverage collaboration software 2. Recognize the need for complete information at the handoff in a project

TEAM PROCESS IMPROVEMENT DAY TWO

GOAL	WHAT	HOW-TO
Brainstorm Solutions	Review Red Flag issues	Use prioritized list to tackle red flags one by one 1. Identify the problem 2. Look for root causes 3. Ask How Might We (HMW) questions to brainstorm multiple solutions
Implement Fixes	Determine owners to implement solutions	Determine solutions to red flags 1. Volunteers own tasks related to solutions 2. Begin the work to develop the fix
Everyone using collaboration software tools	Demonstration Modeling	Leverage the software 1. Use early adopters as change agents to show and tell how the software is being used successfully 2. Gain commitment

SOFTWARE TOOLS FOR PROCESS IMPROVEMENT

Tool	Purpose	What We Gained	URL
Teamwork	Project Management Document Management Communication Center	• Centralized files • Single point access to everything related to project • Version Control • Task Tracking and assignment • SME tracking	teamwork.com
Slack	Group communication Instant Messaging App integration	• Quick answers • Reduced email load • Instant comments on documents	Slack.com
Proofme	Graphics/Document review	• In place markups	proofme.com
Review My Elearning	In place collaboration for SME reviews of elearning drafts	• Comment Tracking • Fix Tracking • Discussion of issues	Reviewmyelearning.com
Articulate 360 Review	In place collaboration for SME reviews of Storyline drafts	• Comment Tracking • Fix Tracking • Discussion of issues	articulate.com/360/review
TechSmith Video Review	SME Video Reviews	To be discovered – it's new	videoreview.techsmith.com
Google Docs	Document collaboration	• Simultaneous file editing	docs.google.com
PipeDrive	Sales CRM & Pipeline tracking	• One place for data	Pipedrive.com
LinkedInLearning/Lynda.com	Learning Library	• Just in time help • Continuous learning	linkedin.com/learning/

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