

Course X (Rev G)

CMII Awareness

Abstract

This 2 to 4-hour session is ideal for introducing CMII to an executive audience. It is easily completed in 2 hours when discussions are limited. It typically expands to 4 hours when discussions are not limited.

The root causes of corrective action are identified and the ratio of resources being spent on intervention are quantified. Attendees learn that conforming results are the norm when requirements are clear, concise and valid, and that a fast and efficient change process is a prerequisite.

They learn that results are unpredictable when that is the case.

Outline

- A. Business Process Reengineering Timeline**
- B. The CMII Model**
- C. Role of CM in Running a Business**
- D. Corrective Action & Intervention Resources**
- E. CMII: Path to Integrated Process Excellence**
- F. The "V" Model for Development**
- G. Automation, Implementation and ROI**