

Course VII (Rev A) How to Achieve Integrated Process Excellence

Abstract

This course describes how to achieve integrated process excellence and uses intervention resource measurements to monitor progress. The effort is accomplished in two stages. Stage I focuses on how information is managed, how work is accomplished and how to use creator/user teams to manage work flows.

Stage I, alone, achieves a significant reduction in intervention resources and builds the foundation for achieving a successful Stage II. Stage II focuses on how to upgrade existing information systems and enabling tools and further reduce intervention resources.

Most system upgrade efforts struggle because they try to implement new systems and build the needed foundation at the same time. What they did not realize at the outset, is that building the needed foundation is the hard part and must be accomplished first.

The 2-stage approach described herein is the needed prescription for any organization striving to achieve integrated process excellence.

Outline

DESIGN BASIS FOR PROCESS EXCELLENCE

- A. About the Path to Process Excellence
- B. Process Improvement Team Members
- C. Leadership & Teamwork to Develop Plan
- D. Design Basis and Detailed Plan Reviews

INTERNAL CONTROLS AND WORK PLANS

- E. Internal Controls For This Project
- F. How to Organize and Manage Information
- G. Security & Integrity of Information Assets
- H. Work Plans and Expectations

CREATOR/USER TEAMS AND PLAN EXECUTION

- I. Work Center Inputs, Outputs & Controls
- J. Creator/User Teams and Work Flows
- K. Assign and Train Creators and Users
- L. Laboratory for Creator/User Training

SYSTEM UPGRADES: THE NEXT STAGE

- M. Stage II: Upgrade Existing Software Tools
- N. Information System Destination & Owners
- O. Infrastructure: Four Key Building Blocks
- P. Course Review and Summary

Instructor Review & Validation

Excellent job! Of all the CMII courses, this is the best. It definitely contains the detailed how-to's and is a very important piece in elevating CMII to the next level. Guido

I thought the last rev rocked, but this is completely "off the hook." OUTSTANDING! I am blown away and cannot wait to teach it. Sheri

Without a doubt, this upgraded course is a significant addition to the already robust CMII how-to for business process improvement. Eric

This course brings new meaning to the CMII claim as the how-to model for achieving integrated process excellence. Even previous grads will gain new levels of insight, thanks to the details of this course. Ken