

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 overall effort is accomplished in two stages. Stage I focuses on how information is managed and how work is accomplished.

It describes how to use creator/user teams to manage work flows and achieve consistent conformance and continuous improvement.

Stage I, alone, achieves a significant reduction in intervention resources. It also 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.

Many are also surprised to learn that no integrated system on the market has the needed foundation already built-in.

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