

ADVENTURER EXPLORER ADVENTURER TRAILBLAZER REBEL PIONEER CREATOR EXPLORER REBEL PIONEER
PIONEER CREATOR EXPLORER DEFENDER TRAILBLAZER REBEL PIONEER EXPLORER ADVENTURER TRAILBLAZER REBEL EXPLORER PIONEER DEFENDER TRAILBLAZER CREATOR

Process Improvement

Change Management &
Project Service



UNIVERSITY
OF MANITOBA

Agenda

1. **Welcome!**
2. **What is a Process**
 - Process
 - Process Improvement
3. **Why Improve a Process**
4. **How improve a process: PDCA**
5. **Steps to Process Improvement**
6. **Tips**

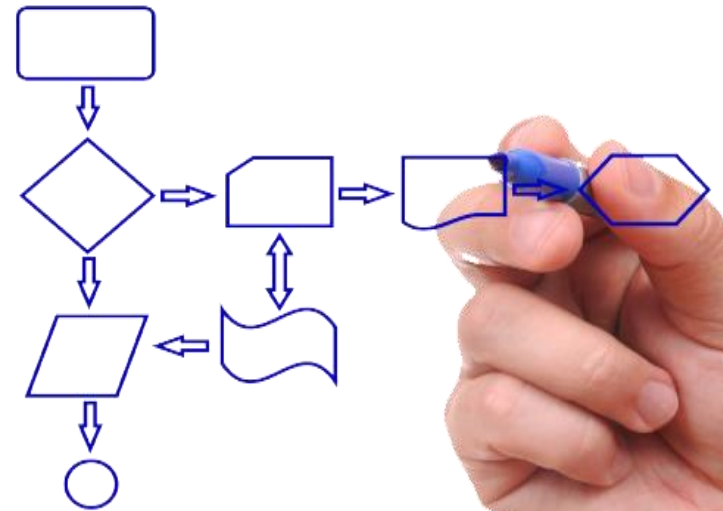


Welcome and Introductions



What is a Process?

- **Process:** Steps and decisions that involves to accomplished the work to be done.
- **Process Improvement:** It is a way of looking at how we can do our work better



Why Process Improvement?

AT FIRST THEY
WILL ASK WHY
YOU'RE
DOING IT.
LATER THEY'LL
ASK HOW
YOU DID IT.

- It allow us to look how we perform work
- Can focus on eliminating waste (money, people, materials, time and opportunities)
- Jobs can be done easily and quicker than before



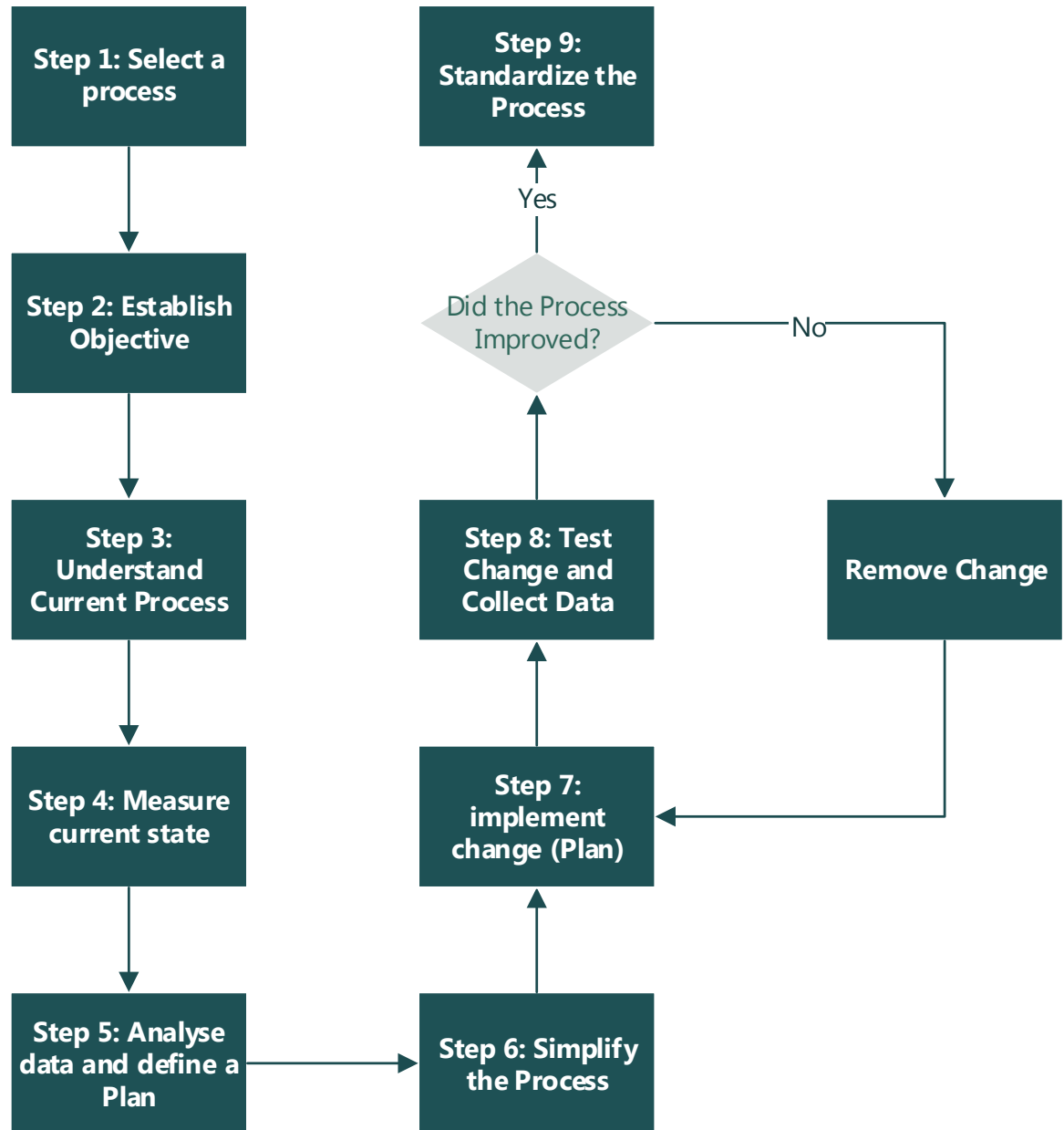
How to improve a process: PDCA

Repetitive 4-stage model for continuous improvement

- **Plan**: Address the problem, collect data and plan a change
- **Do**: Develop and implement the solution
- **Check**: Review test, confirm results, measure how effective was the change
- **Act**: Take action based on the result of the previous step. Implement improved solution



Steps to Improve a Process



Steps to Improve a Process

- **Step 1: Select a Process**
- Step 2: Establish an objective to achieve
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- Step 7: Implement change/plan
- Step 8: Test the change and collect data
- Step 9: Standardize the process



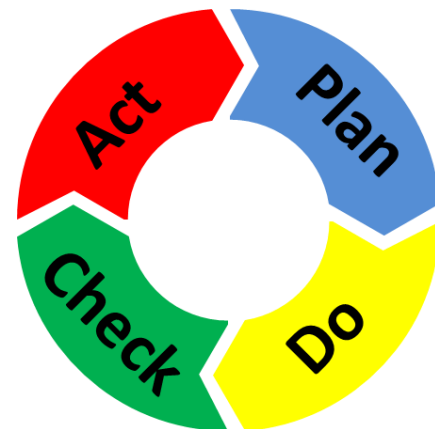
Select a Process

1. **State the process that you would like to improve**
2. **Check if the process apply to all the items:**
 - a) The process can be defined
 - b) Improve this process is important
 - c) There are some problems that occurs frequently
 - d) People will appreciate if this process improved
 - e) There is a good chance of success to improve it



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Establish an objective

1. Be specific

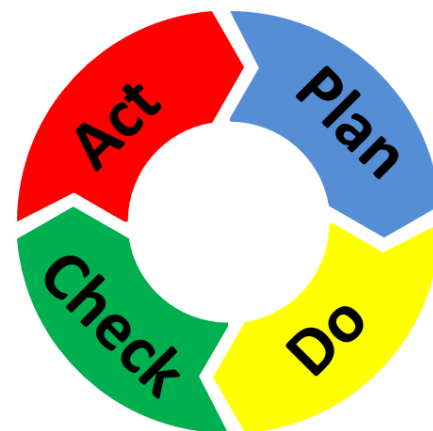
- What do you want to change?
- What is the goal of this change?
- Why is important to change?
- What is your expectation after finish this improvement?
What do you want to achieve?
- When you can start? When you can finish?

2. Determine the start and finish points of the project



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Understanding current process

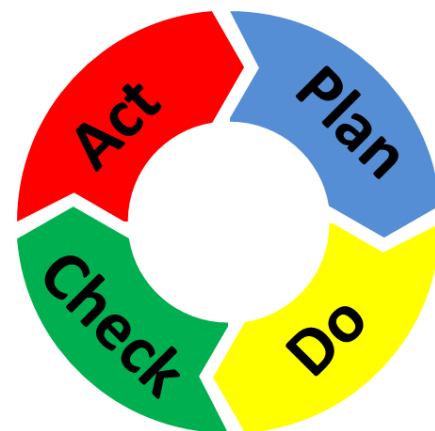
- Create a process map of the current process

What steps need to be completed to finish the process?



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Measure Current State

- Understand and decide what parameters need to be quantified
- Collect all necessary data to understand the process



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Simplify the Process

Simplify the process by eliminating redundant or unnecessary activities

- Is this activity necessary?
- Can this step be done in parallel with other steps?
- What happen if this activity is removed? Are there any negative consequences?



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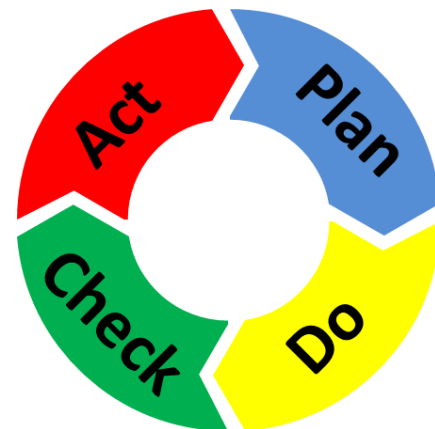
Implement Change

- Inform all people affected on the process about the modifications made
- Engage people on how important this change is for the process



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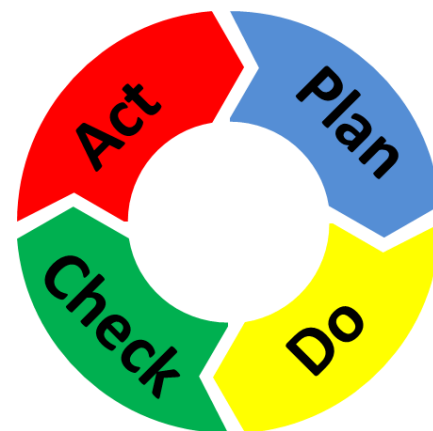
Test Change and Collect data

- Modify the process map with the changes made
- Is this change really improved the process?
- Are the people involved on the process happy with this improvement?



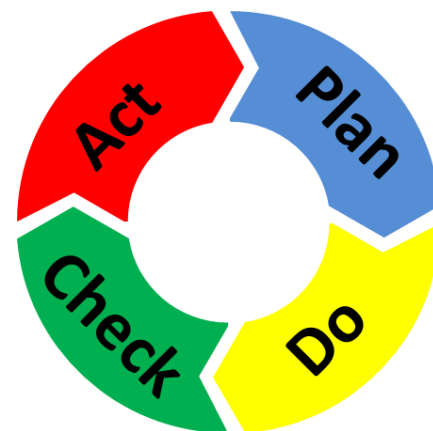
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Process Improvement – Tips

- Ask for feedback
- Share ideas with everyone that is involved on the process
- Ask help and support
- Engage people on the cause
- Keep it simple!

ENGAGE
AND
change



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