

Understanding processes



How to translate process theory in to action and tangible results

? Issue

Faced with a rapidly changing business environment, organisations are under pressure to effect dramatic performance improvements. At the same time few organisations have the capacity to send staff to weeks of training. Still fewer can tolerate improvement programmes that however good, take months to yield results.

The Power of Process supports organisations in making quantum leaps in productivity and quality through analysis, redesign, and innovation. This two-day programme is designed to help managers and staff to gain skills in process design for improvement. How important is it for your managers and key individuals in your company to be able to

- Analyse existing processes and find ways to reduce time and cost?
- Identify weak points in the service quality chain and see how to build in quality?
- Maximise customer satisfaction by matching process design to customer needs?
- Redesign workflow and structure within the business successfully?

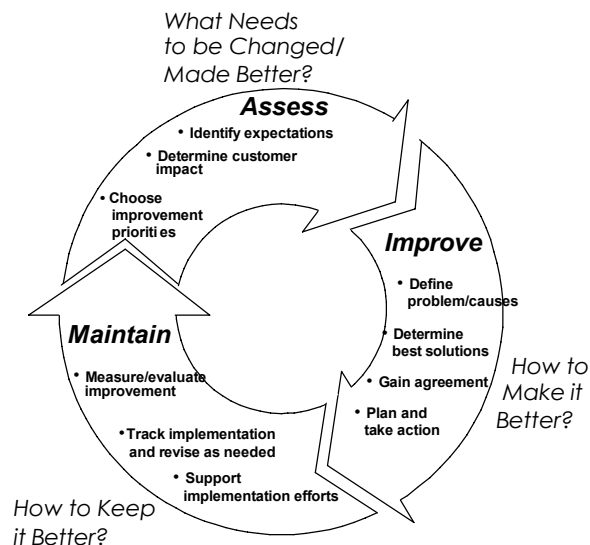
! Solution

This interactive, two-day programme shows how. The content transforms the jargon, concepts and methods used in such well known programmes as Six Sigma, Business Process Re-engineering, and TQM into a set of straightforward business tools that managers, project leaders and teams can use every day to improve business performance.

Through application of the AIM (Assess, Improve, Maintain) cycle, participants learn to

- Identify areas for improvement in quality and productivity
- Develop and implement effective solutions
- Track performance and sustain a cycle of continuous improvement

The AIM Cycle



Important outcomes for the organisation include

- Excellent service quality for internal and external customers
- Shorter turnaround time - the time it takes to transform a customer's request into a successful service delivery
- Work that is simpler, more consistent, predictable and reliable



How it works

Performance improvement designed specifically for your business is most effective. The approach is consultative and solution based - we design learning to achieve the results you want and work with you to measure the effectiveness of what we do.

Our mission is to help you build the capability of your people, and we're proud of the role we can play in the success of each and every participant.

In order to deliver learning that is totally relevant to you, we will

- Discuss and agree your business objectives and success criteria.
- Design the programme in conjunction with you. As appropriate we will conduct on-site research to ensure we are up-to-speed with your language and processes.
- Deliver the programme at a site chosen by you. Our training is energising, stimulating and pragmatic. Delegates are always encouraged to question, debate and decide 'how can this work for me back at work?'
- After the programme discuss and evaluate outcomes and ensure the necessary follow-up is in place to embed the new skills.

Typical customisation for this programme may include:

- Emphasis on process improvement or on new process ("concept to customer") design
- Tailoring for companies who prefer a stronger Six Sigma, Business Process Re-Engineering, Kaizen or TQM orientation. Some organisations have previously introduced one or more of these methodologies. Now they want a shorter, more up-to-date version that links with vocabulary already in use in the company, but is less complex or structured.
- Addition of Project Lifecycle training. This two day programme provides basic skills in project management.
- Addition of Project Leadership training for key project managers. This 1½ day programme focuses on the political and personal aspects of leading a successful project. This programme includes the ground breaking Celemi "Cayenne"™ simulation - Making Projects Work.



Results

Each organisation is different and has specific issues which relate to their business strategies and short term goals. In addition, depending on background and experience, the target audience(s) for this type of programme will have different needs. Setanta has successfully deployed this approach across multiple situations and with a range of leading organisations.

For more information

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