Ben Graham Corporation

3-Day Process Improvement Course Outline

<u>Day 1 -- Introduction...</u>

1. PROCESS IMPROVEMENT (1 exercise)
   Process Improvement History
   The Fundamentals of Work Simplification
   Employee Involvement – Avoiding Resistance
   Problem Solving

<u>Hands On Mapping...</u>
2. PROCESS MAPPING (6 exercises)
   Understanding the Symbols
   Connecting the Symbols
   Making the Maps Talk

<u>Day 2 -- Case Study...</u>

3. PROJECT DEFINITION
   Objectives, Scope, Participants & Schedule

4. DATA COLLECTION (1 exercise)
   Interviewing
   Recording

5. DATA ORGANIZATION (1 exercise)
   Mapping the Case

6. PROCESS ANALYSIS (1 exercise)
   Creativity
   Forming the Improvement Team
   Questioning and Developing the Improvement

7. OBTAINING APPROVAL (examples)
   The Basics of Completed Staff Work
   Calculating Benefits and Costs
   Preparing and Presenting the Proposal

8. INSTALLATION (examples)
   Developing the Activity List
   Coordinating & Scheduling the Installation

9. CHECKLISTS
   Process Improvement Checklists

<u>Additional Tools</u> (As time permits – Day 2)
REDUCING PROCESS TIME (1 optional exercise)
   Preparing and analyzing a Time Line

DETAILED IMPROVEMENT (1 optional exercise)
   Forms Analysis
   Motion Economy/Work Place Design

<u>Day 3 -- Working with the Software...</u>

10. GRAHAM PROCESS MAPPING SOFTWARE
   Introduction
   Features Overview
   Exercises