



COURSE CMII-07

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. 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.

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

COMMUNICATIONS AND INTERNAL CONTROLS

- E. Communication Mechanisms and Controls
- F. Internal Controls for This Project
- G. Security & Integrity of Information Assets
- H. Building the Right Culture

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

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SYSTEM UPGRADES: THE NEXT STAGE

- M. Stage II: Upgrade Existing Software Tools
- N. Information System Destination & Owners
- O. CMII Implementation Support
- P. Course Review and Summary