

Accelerating Operational Improvement Initiatives

Duration

2 days

Instructor

Ingrid Hogervorst

Class Limit

20 students

Prerequisite

None

Price

On-site

Please contact SPC
for pricing (contact
information on page 2)

Public Training

\$1,095 (2 days)

*Discount available for
early registration

Materials Provided

- Student manual containing the course slides
- Student handouts with class exercises
- ThinkingWorks Process Cards for easy reference

Most organizations recognize the value of improvement initiatives; however, many that utilize a formal methodology are left with mixed results. This gap between expectations and results can be traced back to another gap – one between the methodology itself and an organization's PEOPLE and PROCESSES.

To close this chasm and create sustainable improvement, organizations need "thinking tools" -- systematic problem solving, decision making, priority setting and risk management processes for their employees and executive teams.

Accelerating Operational Improvement Initiatives is a two-day seminar that utilizes the KEPNERandFOURIE™ Thinking Technologies to enable companies to expedite improvement results by focusing on the basic thinking skills required to make decisions, solve special cause and vague problems, and manage risk.

The session builds problem solving and decision making capabilities through hands-on experience by applying the thinking processes to real life problems experienced when implementing an operational improvement initiative.

Participants will learn how to:

- Revolutionize and sharpen rational and creative thinking skills
- Improve decision making
- Expedite problem resolution
- Mitigate risks
- Make thinking visible
- Enhance collaboration
- Complete projects on time
- Expedite and sustain operational improvement results
- Provide a foundation for company-wide improvement initiatives

Organizations that have integrated KEPNERandFOURIE™ Thinking Technologies into their improvement initiatives consistently report benefits such as:

- Expedited problem resolution
- Improved decision making
- Enhanced collaboration
- Focused project priorities
- Mitigated and managed risk
- Improved ROI and reduced cycle time

TRAINING

Accelerating Operational Improvement Initiatives

Instructor

Ingrid Hogervorst is a Senior Consultant Process Improvement with global consultancy group, Thinking Dimensions. Her focus is on solution design, facilitation and capability development in the area of process improvement utilizing KEPNERandFOURIE™ Thinking Technologies and business improvement methodologies such as Lean, Six Sigma and SPC. Prior to joining Thinking Dimensions, Ingrid Hogervorst was a consultant for Kepner-Tregoe and internal World-Class Manufacturing Consultant for Crown Cork & Seal.

With over 10 years of Fortune 1000 experience, Ingrid has worked in the United Kingdom, Netherlands, Belgium, France, Germany, Hungary, Australia, Italy, Mexico, United States and Canada. She graduated in 1995 with a Joint Honours in Social Anthropology & Development Studies from the University of Wales, Swansea, UK.

Learning Topics

- The KEPNERandFOURIE™ ThinkingWorks processes (PriorityWise, ThinkingWise, CauseWise, SolutionWise and RiskWise)
- Stakeholder involvement to ensure effective issue resolution
- Links to operational improvement initiatives, e.g. TQM/Lean/Six Sigma
- Case studies on successful application to Improvement Initiatives
- Hands-on, practical applications to pressing implementation issues

During the workshop participants will have the opportunity to practice their skills by applying them to case studies, as well as to their own job situations. Participants will give feedback on these applications and will receive a certificate of competence upon successful completion of the workshop.

Intended Audience

This seminar is ideally suited to executives, project managers and employees responsible for implementing operational improvement initiatives, developing solutions, making decisions and solving problems at work.

For more information on this or other SPC Springboard courses, please visit www.spcspringboard.com or e-mail SPC at info@spc.ca

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