Topics

- Why a process workshop?

- What is it you **should** do?

- What is it you **should not** do?

- Approach

- How to best use the "Modeler"?

- What questions to ask?

Why a process workshop?

Why a process workshop?

- Involvement of staff.

- Shared view.
  - ✓ Noses pointing in the same direction.

- Insight in and respect for each others work.

- Learning from each other.

- You get it when you see it!

- We can only start optimising if we know all the issues.

- Improvement ownership leads to higher change acceptation.

- Leads to time savings.

- Sponsors in all teams and departments.

Workshop with Modeler?

- *Impact improvement suggestions directly visible.*

- *Layout of the process diagram remains the same.*

What is it you **should** do?

What is it you **should** do?

- Optimal group size 8-10 (+ optional 1 customer).

- Minimal one representative from each role.

- Management to do the kick-off.
  - ✓Goals, Expectations, Authority.

- Execute the process workshop with 2 people knowledgeable on:
  - ✓Facilitating group sessions;
  - ✓Process Management;
  - ✓The Engage Process Modeler.

.... **more** should

- Always start <u>first</u> with the current (AS IS) process.

- Work (initially) with:
  - bench mark data
  - experience figures

- Make waiting moments visible.

- Discuss hand-over points.

- Discuss value adding.

- Name all options after a choice / decision.

- Make sure the right involved and knowledgeable people take part.

- Identify the "low hanging fruit".

- Commit: "What we decide here, is really going to happen!"

- Fan of brown paper sessions or another method? Place the process in the Engage Process Modeler during or at the end of the workshop.

What is it you should not do?

What is it you **should not** do?

- Don't model work instructions.

- Don't just describe the "clean case / happy flow", but also relevant exceptions (= the hidden factory).

- Don't map processes on departmental level.

- Don't add too much detail to a process during (the first) session.

- Don't tell the team what to improve. Let them come with ideas and suggestions themselves.

- Don't let the same people do all the talking.

- Don't start with sub processes, but make these later.

Approach
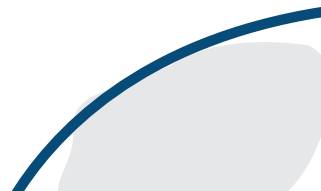
Workshop 1

- Kick-off workshop by management.
- *Review / discuss input from Comments / Brainstorm / Teamboard.*

- Map the current process.
- Indicate for each step if it is value adding.

- Look at the process statistics.
- *Complete the process with time indications and make an analysis.*

Workshop 2 (3 to 5 working days later):

- Use input Comments / Brainstorm / Teamboard.

- Map the future process + optional alternatives.

- Check process statistics and compare with AS IS.

- *Complete the process with time indications and make an analysis.*

- *Check process results and compare with AS IS.*

Approach – aftercare / implementation

- Max. 2 weeks after the workshops minimally one improvement visibly implemented.

- How are things now? What needs to be different / better (again)?

- Check if goals are reached.

- What did we learn?

- Transfer everything to the process owner. The process owner checks regularly if everything goes as agreed.

How to best use the "Modeler"?

- Prepare the environment.
- Map the process in the '**Value Stream**' layout.
- Use one of these workspace layouts '**Workshop**' / '**Full screen**'.

- Use the '**Description**' field for a short description / instruction of that process step.
- Use the '**Remarks**' or '**Findings**' field for areas of attention, issues and / or improvements.

- Share the process in the Viewer App.

- Who does what and how?
- Is it always like this?
- What happens most of the times?
- Does this always work out right?
- Does everybody work in this way?
- Does this add value to the customer / business?

- What do customer complain about most?
- What do customers like (very) much?

Need any help?

- Our Partners can support you.
- We can support you.

Thanks for your attention.

Pascal van der Waa

productconsultant & trainer