

Operations Delivery Model Training Program

#5 Process Improvement

Course #	ODM Core 5.0	Instructor Name:	Jim Beswick
Classroom hours	12 (4 sessions)	Instructor Email:	jim@appliedperformance.ca
Independent working hours	8-24	Delivery	Classroom/Boardroom & onsite
Grading	Letter Grade Standard	Dates	Weeks 35-42
		Course capacity	8 max

Continuous improvement, PDCA, muda/waste walks mapping, improvement tools

[Why we need it](#)

How good your processes are limit the productivity of any company's operations. Make company processes better and productivity will increase and in turn customer delivery and profitability.

[Course Description](#)

This course takes the trainee through the process of defining of work as value delivery and processes and how process can be improved by waste elimination.

This course covers the principle tools used to recognize waste and in turn eliminate waste to increase customer value. The aim is to show the type of problem the trainee will be faced with and the potential tools that can be used in each situation. The main tools the trainee will cover will be PDCA, mapping and muda Walks. The PDCA cycle works as the structure to implement improvements. Mapping enables the student to be able to quantify and qualify improvement opportunities. And muda walks as a tool to see waste and gain buy-in.

[Course Outcomes](#)

Upon completion of this course, the participant will be able to:

- Define customer, value add, necessary and non-value add work
- Demonstrate relationship between process centric thinking and operations
- Explain how continuous improvement can be used to improve work and productivity
- Explain role and use of Muda/Waste walks
- Plan a process improvement event using the PDCA/A3 method
- Communicate the reasoning behind each process improvement tool and how it works and situation it should be used
- Interpret how different tools work together and their sequence of application is important
- Demonstrate the use of mapping as a process improvement tool
- Manage a CI program at supervisor or manager level
- Appraise how workplace communications, standard work, workplace organization, work planning and quality management interact with process improvement.
- Identify changes necessary to workplace communications, standard work, workplace organization, work planning and quality management

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[Course Delivery](#)

Course delivery will be combination of classroom teaching and simulations, workplace visits and exercises. The course will conclude with a group project, where the trainees will either redesign how process improvement is undertaken within their company or undertake a process improvement initiative.

The trainee will be graded on their participation in the classroom activities and the group project

[Course Modules](#)

This course is organized into following modules

1. Relationship between process, customer, value add and non-value add work
2. Identifying opportunity via Muda/Waste walks (*includes exercise*)
3. Using the Plan, Do, Check, Act cycle
4. Mapping techniques to identify and eliminate waste
5. Process improvement tools
6. Good day vs Bad day

[Pre-requisites](#)

Courses #1,2&4 as minimum need to have been completed before this module can be delivered.

[Additional recommended materials:](#)

No additional material is recommended for this course

[Grading Scheme](#)

- A – Excellent. Showing comprehensive understanding of the subject matter and its implementation to workplace
- B – Good. Clearly shows comprehension or subject matter and its implementation to workplace
- C - Satisfactory. Basic understanding of subject matter and its implementation to workplace
- D – Marginal. Poor comprehension of subject matter and its implementation
- F – Fail. Did not satisfactorily attend or participate in training