

Process Improvement Project



Event Overview

| DAY 1 Discovery | DAY 2 Possibility | DAY 3 Building | DAY 4 Planning | DAY 5 Planning & Celebration |
|--|---|--|---|---|
| <p>The team typically convenes at 10 a.m. on the first day, allowing time for set-up and other prep.</p> | <p>Preview the agenda + fun start</p> | <p>Preview the agenda + fun start</p> | <p>Preview the agenda + fun start</p> | <p>Preview the agenda</p> |
| <p>Facilitator welcome, overview Leadership welcome, importance, empowerment, etc. Additional stage-setting Team intros, expectations (approx. 1 hour)</p> | <p>Current-state process mapping, continued (approx. 2.75 hours)</p> <p><i>Possible after the current-state map is completed: Subgroup writes in key measures (as available) on map</i></p> | <p>Subgroups present top 3 ideas/why</p> | <p>Subgroups complete work (Possible additional subgroup) Subgroups present future-state process, success factors, etc. (approx. 1.5 hours)</p> | <p>Fine-tune future-state map, plans, measures, etc. (approx. 1.25 hours)</p> |
| <p>Review the project charter and goals; SIPOC; review data (data lead)</p> | <p>Learning: Waste</p> | <p>Learning: Future-state process</p> | <p>Learning: Implementation</p> | <p>Celebratory Break + Team Photo</p> |
| <p>Learning: Process mapping</p> | <p>Identify waste in process</p> | <p>Subgroups: Develop future-state maps (approx. 2.5 hours)</p> | <p>Subgroups develop imp. plans (Round 1) Subgroups present to team; discuss; build consensus (approx 1.25 hours)</p> | <p>Team plans its presentation (approx. 1 hour)</p> |
| <p>Develop process map of the current-state process (approx. 2.25 hours)</p> | <p>Learning: VA/NVA, standardization, etc.</p> | <p>Each subgroup presents its future-state map; identify common points, differences; discuss and reconcile</p> | <p>Round 2 development in subgroups, followed by presentations, consensus ----- Possible Round 3 subgroups (approx 2.5 hours)</p> | <p>Team reviews slides Individual prep time (approx. 1 hour)</p> |
| <p>Review and preview</p> | <p>Generate improvement ideas Group the ideas into categories Subgroups: Identify top action ideas for each category; why (approx. 1.5 hours)</p> | <p>Subgroup builds final future-state map Subgroup IDs key factors for success (Possible third subgroup) (approx. 2.5 hours)</p> | <p>Sponsor visit; preview Day 5</p> | <p>Team presentation; concluding comments from leadership (1 hour)</p> |
| | <p>Review and preview</p> | <p>Review and preview</p> | | <p>Mixer/celebration with attendees (approx. 1 hour)</p> |

With multi-session improvement events, a sixth day or part of a sixth day is sometimes needed.

