

Creating a Culture of Improvement: Annual Improvement Planning Education

Have organizational challenges dealing with shrinking resources, improving customer outcomes, or building a culture of improvement? A good, annual continual improvement plan helps create the focus on organization outcomes and the activities needed to accomplish those outcomes. This course teaches Improvement Champions data exploration methods and a process to systematically evaluate an organization, identify aligned projects, and achieve results.

“I am excited about the direction and definition that this will bring. No more arbitrary plans.”

Course Deliverables:

- An **annual continual improvement plan** with
 - Measurable Outcomes for the organization and customers
 - 3-8 projects, Drivers, to create the needed outcomes
 - Project teams with draft gap, goal, team members, timeline, and approach
- **Training** in the improvement planning process and data evaluation techniques
- Improvement planning **practice**
- Opportunity to **co-lead a leadership team** through the creation of an annual improvement plan to identify organization outcomes and improvement projects
- Increased **understanding of the organization and customers’** improvement wants, needs, and improvement opportunities
- One-on-one application **coaching** time
- 28 hours of continued education

Interlocked Goals

OUTCOME: TO DECREASE COST OF SERVICES
 DRIVER 1: BY IMPROVING INVENTORY MANAGEMENT

OUTCOME: TO IMPROVE INVENTORY MANAGEMENT
 DRIVERS: BY... *This is the role of the project team...*

Course Goal:

To develop knowledge and skills to effectively and efficiently facilitate the organization’s annual improvement plan.

The course includes **evaluating organization data & information** (Customer, Organization, Work Processes, Culture, Learnings); **creating the Improvement Plan**; **cascading the plans to project teams**; **confirming the projects will achieve the goals**; and **establishing a Leadership team structure** to guide the projects in

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testing, learning, and installing improvements. Participants will **learn and apply over 30 improvement, change, and project management job aids and methods** learned and practiced during the course. The course will follow the Tell/Show/Do/Recycle learning approach (tell you about the skill, show you examples, apply the skill together, and provides feedback) so that:

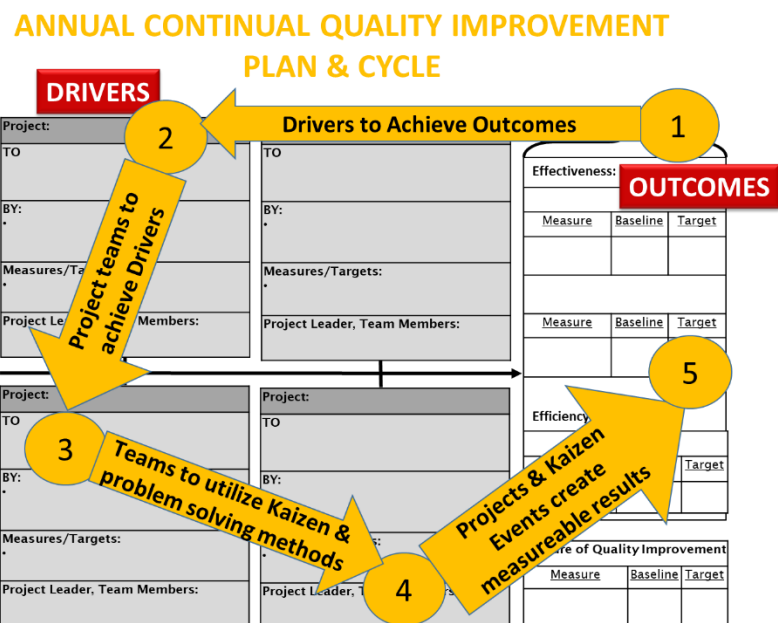
- You can be successful in creating leadership focus when solving problems
- You can help their organization identify better improvement opportunities
- Organization results are achieved at a rate greater than in the past
- Use data to establish improvement needs
- Focus resources on what is important

Knowledge and Skills Gained:

- Understand and prepare to create an Improvement Plan – step by step (including what to expect, what skills are needed, what improvement methods to employ)
- Provide a process and methods to evaluate organization data and create improvement plans and projects’ plans
- Provide a process and methods to develop solutions, measure performance, and continually improve
- Provide approach and templates to effectively managing the change.

Time frame:

- 28 hours classroom training (tell, show, do, recycle framework; with role play/application)
- 2-4 days of on-site Improvement Planning session co-lead
- Up to 6 hours of additional one-on-one coaching



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Who Should Participate:

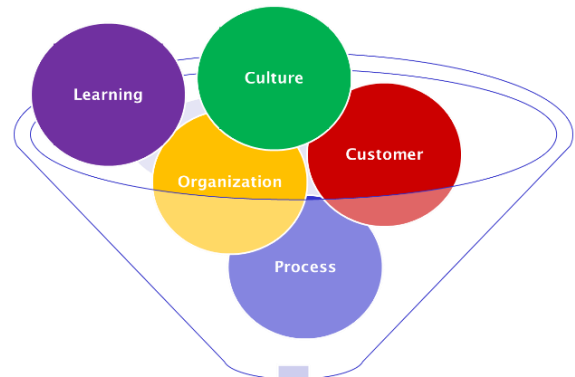
- Improvement Champions (those specially selected to lead the effort to embed improvement in the organization)
- Individuals seeking to grow and expand in their role

Agenda:

Training & Practice – 3 ½ days
1. Introduction to Improvement Planning
2. Preparing data (Training, Practice)
3. Creating a Plan – confirm outcomes, prioritize projects, identify projects leaders/team members, and draft goals (Training, Practice)
4. Cascading the Plan to project teams (Training, Practice)
5. Confirm the Plan can be accomplished (Training, Practice)
6. Communicating & Achieving the Plan throughout the year (Training, Practice)
On-site with the leadership and project teams – 2-4 Days
On-site planning, with coach as co-lead (real, immediate Application)

Recommended Prerequisites:

- Leadership commitment to resource Improvement Planning & resulting projects
- Education & Application: Kaizen event leader



- **Improvement Plan**
- **Organization Focus**
- **Improved Results**

Contact Us:

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“We have an exciting buzz and energy that we have not ever had before. It is so exciting to hear staff say how thrilled they are to be engaged and involved in the projects.” Improvement Leader following annual planning