

Individual Contributor Course: Essentials for Participating in a Culture of Improvement

Continual improvement is all about engaging and empowering all organization members in actively improving their workplace and work processes every day, in order to achieve sustainable success beyond historical norms and what is even thought possible. This Essentials for Participating in a Culture of Improvement course, “Individual Contributor”, prepares every member of the organization to complete personal improvement activities and participate in team improvement activities.

Course Goal:

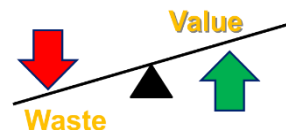
Participants will develop basic continual improvement knowledge and skills using the Tell/Show/Do/Recycle learning approach. Participants will learn several improvement techniques followed by immediate application on their own work problem, in the classroom. They will learn and apply the improvement cycle phases of establishing goals and measures; using data, waste & value to understand the current activities; performing cause and effect analysis to determine the root of the problems and identify solutions; testing and installing solutions.



So that:

- You can better participate in larger improvement projects and events
- Rate of improvement in daily activities is increased
- Effectiveness of solutions is increased

Time frame: 4 hours



Knowledge and Skills Gained:

- Participant can identify, evaluate, and implement individual or small team workplace and work process improvements
 - Understand the what and how of the improvement cycle



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- Understand the components of a good goal statement and measures of success
 - How to use the concepts of Waste/Value to better understand to current activities
 - Understand the approach to determine the root causes of problems
 - Understand how to test potential solutions and effectively install the solutions in order to achieve the improvements

Who Should Participate: Everyone in your organization

Agenda:

1. Continual Quality Improvement Cycle (Training, Exercise)
2. Goal Setting and Measures (Training, Exercise)
3. Understanding the Current State (Training, Exercise)
4. Cause & Effect Analysis (5 Whys) (Training, Exercise)
5. Testing and Installing Solutions (Training, Exercise)

Recommended Prerequisites:

- Course: Introduction to Improvement: “Seeing the Possible” Overview of improvement with hands on simulation of running an organization, seeing the changes that are possible and receiving a basic understanding of QI techniques

Recommended Next Steps:

- Look for waste in your role and try to eliminate it
- Complete a personal improvement project team
- Learn more about improvement (reading, training, conferences)
- Receive additional training
 - Improvement Champion - Essentials for Creating a Culture of Improvement
 - Leadership Education - Essentials for Leading a Culture of Improvement
 - Supervisor Education - Essentials for Supervising in a Culture of Improvement