

## Participating in a Culture of Improvement: Individual Contributor Course

In a culture of improvement, *everyone* should have skills in seeing the opportunities (aka problems), conducting problem solving and implementing solutions. This “Individual Contributor” course prepares every member of the organization to *complete personal improvement activities and enable them to participate in team improvement activities that target larger opportunities.*

### Benefits:

- Problems are eliminated rather than reoccurring
- More opportunities are identified, evaluated, and solutions implemented for individual or small team workplace and work processes
- The rate of improvement benefits in daily activities is increased
- Effectiveness of solutions is increased
- You can better participate in larger improvement projects and events
- 4 hours of continued education

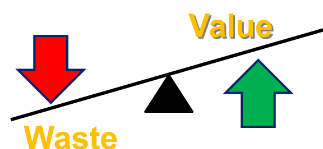
*“Like the fact that that we work on our own problems during exercises.”*

### Course Goal:

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, identifying waste & value to understand the opportunities in current activities; performing cause and effect analysis to determine the root of the problems and identify solutions; testing and installing solutions.

*“Use a deliberate process to look at problems, issues, and goals.”*

**Time frame:** 4 hour classroom training (tell, show, do, recycle framework; with application)



**Who Should Participate:** Everyone in your organization



## Participating in a Culture of Improvement: Individual Contributor Course

---

### Knowledge and Skills Gained:

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

*“Relevant, simple examples that are easy to understand and are from ‘real’ life.”*

### Agenda:

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

### Prerequisites (recommended, not required):

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

### After the class:

- Look for a problem in your process or area and try to eliminate it using the course skills
- Collaborate with others to complete a personal improvement project team
- Learn more about improvement (reading, training, conferences)
- Receive additional training and application
- **Contact us: Continual Impact LLC 1-877-252-5804 [www.continualimpact.com](http://www.continualimpact.com)**