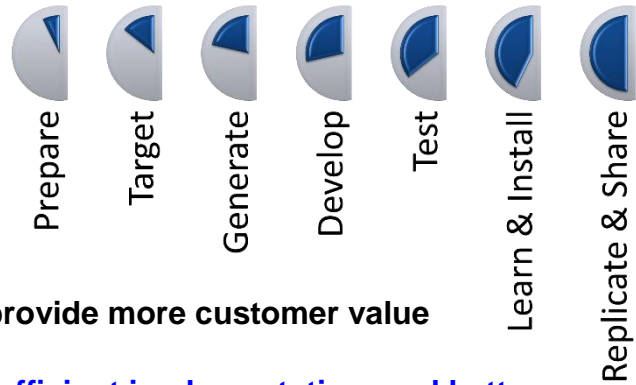


Innovation can be transforming - It can create sizable results for customers and stakeholders and even fun for the team! Unfortunately, a significant number of innovation attempts fail (rates of failure are reported by multiple sources from 30% to 80%). Fortunately, lessons have been learned from the success and failures for others to benefit. This course focuses on the Innovation process and the utilization of improvement methods to create new and innovative products, services, and processes.

## Benefits:

- An Innovative, transformative process, product, or service with immediate and long term impact and benefits
- Training in the Innovation process
- Innovation process and methods practice
- Co-lead a team through actual innovation to provide more customer value
- One-on-one application coaching time
- Increased number of new, high quality ideas, efficient implementation, and better, sustainable solutions
- Membership into a continual improvement community of practitioners



## Course Goal:

To increase organization knowledge and skills in the application of the innovation process and its methods so that organizational performance is improved

- Provide new or advanced customer-desired services and outcomes
- Increase process and program efficiency
- Increase revenue generation



# TRIZ

## Time Frame:

- 24 hours classroom training (tell, show, do, recycle framework; with role play/application)
- 3-5 days of on-site event co-lead
- Up to 24 hours of additional one-on-one coaching

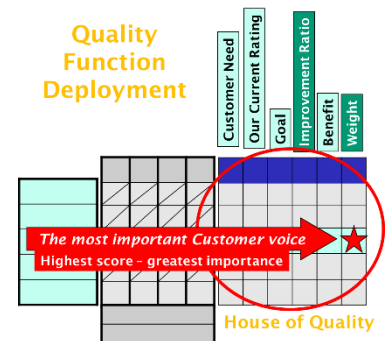
## Who Should Participate?

- Innovation &/or Improvement Champions (those specially selected to lead the effort)
- Individuals seeking to grow and expand in their role



## Knowledge and Skills Gained:

- Innovation and continual quality improvement relationship
- Innovation process (what, why, how, who)
- Understanding and ability to systematically prepare and perform selected methods in support of the innovation process
- Ability to align problem or opportunity with innovation process
- A process and methods to install innovations, measure performance, and continually improve
- Use of additional methods and techniques to improve teams and the organization's performance



## Agenda:

<b>3 Days classroom</b>
1. WHAT is the Innovation process, WHY is it important, and HOW it fits with continual improvement
2. WHEN to use the Innovation process and supporting improvement methods
3. HOW to lead innovation process <ul style="list-style-type: none"> <li>▪ <i>Prepare</i> the team and the organization for the change</li> <li>▪ <i>Target</i> the innovation scope with customer, opportunity, and emerging technology data</li> <li>▪ Identify and mitigate <i>critical success factors</i></li> <li>▪ Effectively <i>manage the resulting changes</i></li> <li>▪ <i>Generate</i> ideas, evaluate, and select innovations</li> <li>▪ <i>Develop</i> innovative products, services, and processes</li> <li>▪ <i>Test</i> innovation</li> <li>▪ <i>Learn</i> from the testing and adjust</li> <li>▪ Create and <i>Install</i> new standardized work, training, and rollout</li> <li>▪ Understand <i>Replication</i> opportunities &amp; strategies to share</li> </ul>
<b>3-5Days on-site with the team</b>
On-site Innovation Generating, Developing, with coach as a co-lead (real, immediate application)
<b>Coaching calls with the team &amp;/or Champion</b>
Help with applying the innovation process step by step.

**Prerequisites:** Base knowledge and experience in foundational continual quality improvement.

## Next Step - Contact Us:

Continual Impact LLC  
 1-877-252-5804  
[www.continualimpact.com](http://www.continualimpact.com)

# Failure Mode Effect Analysis