

Managing Sideways



**A Process-Driven Approach
for Building the Corporate Energy Level
and Becoming an "Alpha Company"**

PRICE PRITCHETT

FOCUS: Tools for Process Improvement and Management

Looking to become a process driven organization? This powerful program gives participants a solid foundation in Pritchett's best of class process improvement methodology: the *Rummler-Brache* approach.

FOCUS offers the proven roadmap and building blocks needed for transforming functional silos into a cross-functional, process managed organization. The interactive, case-driven workshop provides a launch pad for process improvement projects. Emphasis is on how to redesign and realign processes to optimize resources for dramatic performance gains.

Agenda

Phase 0: Performance Improvement Planning

Phase 1: Process Improvement Project Definition

Phase 2: Process Analysis and Design

Phase 3: Planning Implementation and Managing Change

Phase 4: Managing the Process Sideways

Phase 5: Managing the Organization Sideways

Key Objectives

- Demonstrate a working knowledge of the concepts and tools in Pritchett's Rummler-Brache process improvement methodology
- Understand the six phases of process improvement
- Learn to use key process improvement mapping tools

Topics Addressed

- Systems view of an organization
- Managing the organization as an adaptive system
- Defining critical business issues and a process improvement project
- Documenting and analyzing current processes, or the "IS" state
- Identifying areas for improvement and designing solutions
- Constructing maps to document the "SHOULD" process
- A model for implementing and managing change

Primary Result

Participants learn how to link organizational strategy to performance improvement plans, and how to apply a consistent, standardized approach to tackle process improvement projects. They develop basic process mapping skills and a process redesign vocabulary, then apply those skills in a robust case study to document, analyze, and improve real-world processes.