

A Practical Guide for Managing  
Organizations, Processes, and Jobs

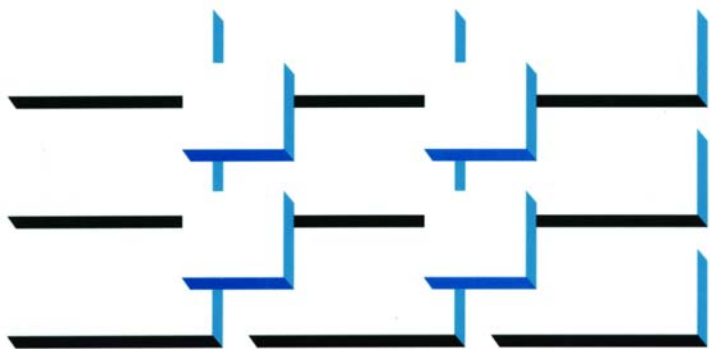
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# IMPROVING

How to Manage the White Space on the Organization Chart

# PERFORMANCE



SECOND EDITION

Revised and Updated

# *ePIP: Process Analysis and Improvement Workshop*

**T**his program prepares participants to lead process improvement projects (PIPs) using Pritchett's world-class Rummler-Brache methodology and tools. Our proven approach for applying this powerful methodology is provided in an electronic format as part of the course materials. Workshop graduates can immediately begin to apply the methodology, tools, and techniques to improve performance in their business organizations.

## **Agenda**

- Introduction and tool overview
- Setting up a process improvement project (resources, roles, responsibilities)
- Analyzing current state/existing processes and identifying points of pain
- Establishing performance and design specifications for future state designs
- Developing cross-functional processes and maps that visualize the future state
- Creating the high-level strategy, resource plans, presentations and business case to support the management/organizational approval for moving toward implementation
- Implementation planning and team orientation
- Implementation execution: detailed component development, organization preparation, pilot testing, transition/handoff procedures
- Performance monitoring and lessons learned, set up for continuous improvement

## **Key Objectives**

- Guide top management in their leadership and support roles for a process improvement project
- Lead design teams through Pritchett's world renown process improvement methodology
- Plan and ensure successful outcomes for key meetings
- Use Pritchett's ePIP for creating process analysis and design collateral
- Develop an implementation strategy aligned with your organization's ability to change
- Raise awareness and understanding of key communication and change management issues

## **Topics Addressed**

- Project definition: how to scope, resource, and facilitate a successful process improvement project
- Current state (IS) analysis and problem diagnosis
- Future state (SHOULD) performance requirements and design specifications
- Implementation strategy and execution techniques
- Communication and change management tools, techniques, approaches for successful process improvement project management and organizational buy-in

## **Primary Result**

Participants work in small teams to apply the methodology and tools in a closely monitored, case-driven environment. They practice and receive feedback on the skills/techniques needed to facilitate a team from project start-up through implementation of the redesigned process.