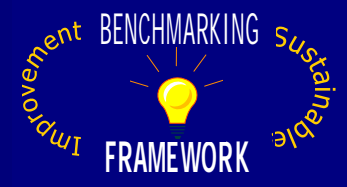
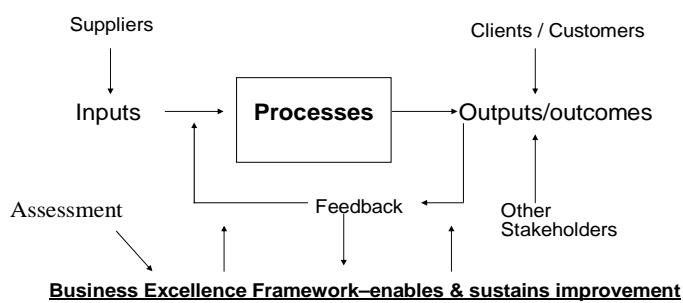


Getting Started - Process Innovation in 3 to 4 Days

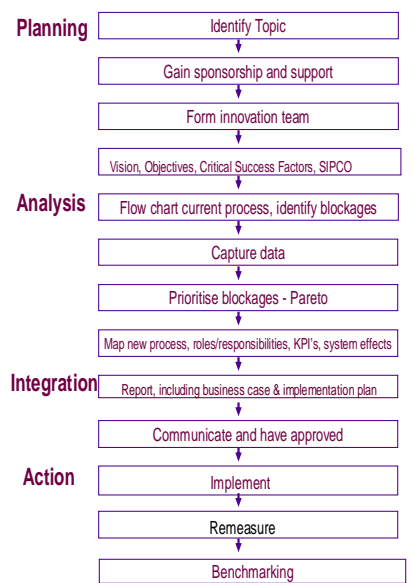


SIPOC A systems view of an organisation or process



Bruce Searles & Anton Benc,
Benchmarking Partnerships

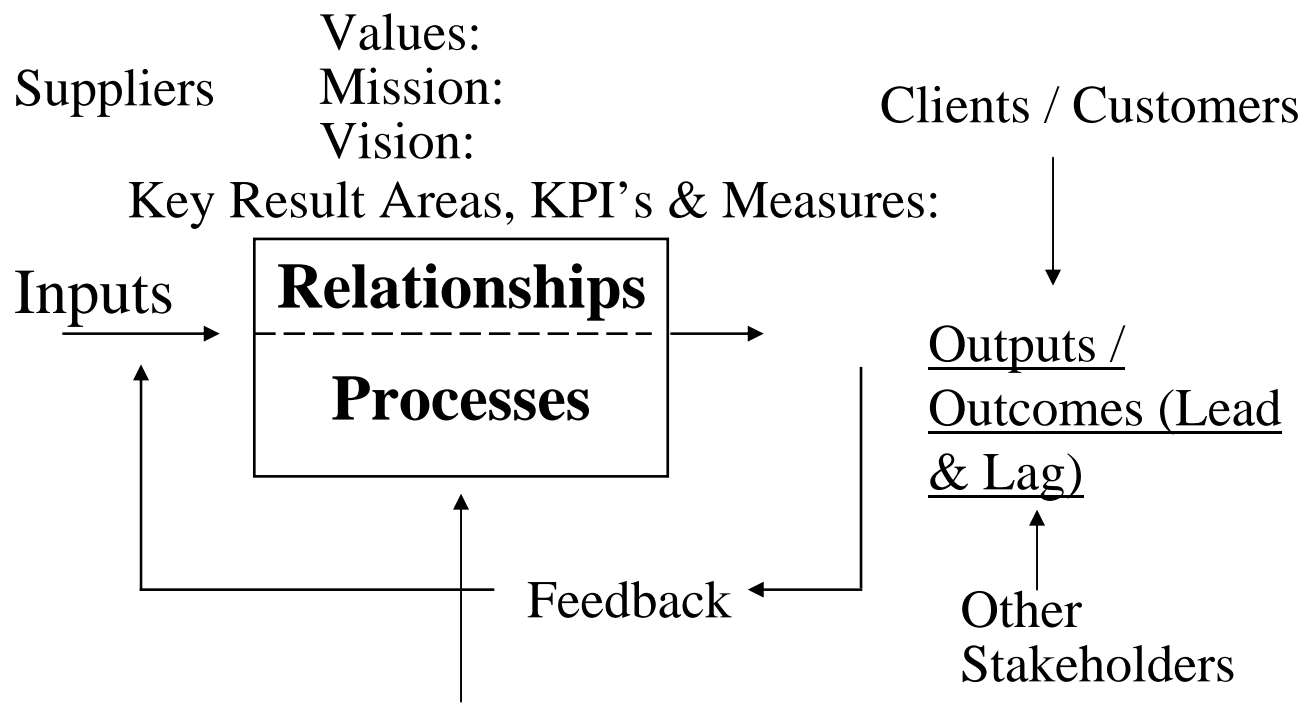
PROCESS INNOVATION



1. **Select the Key Priority / Cross Functional Team of Influencers**
2. **Mission / Vision / Values for the Process (aligned to Strategic Plan)**
3. **SIPOC / Define KEY KPIs**
4. **Map current process – identify Blockages and Opportunities to achieving Values, Mission, Vision & KPIs**
5. **Pareto Blockages and Opportunities (80:20 Rule)**
6. **Innovate New Process & Map it – Pareto only**
7. **Business Case plus System / People / Customer impacts**
8. **Recommendations Accepted**
9. **Implementation and Review**



Systems Thinking



BUSINESS EXCELLENCE FRAMEWORK

All enterprises consist of a number of sub-systems.

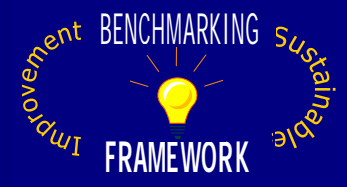
All processes are part of a larger system.



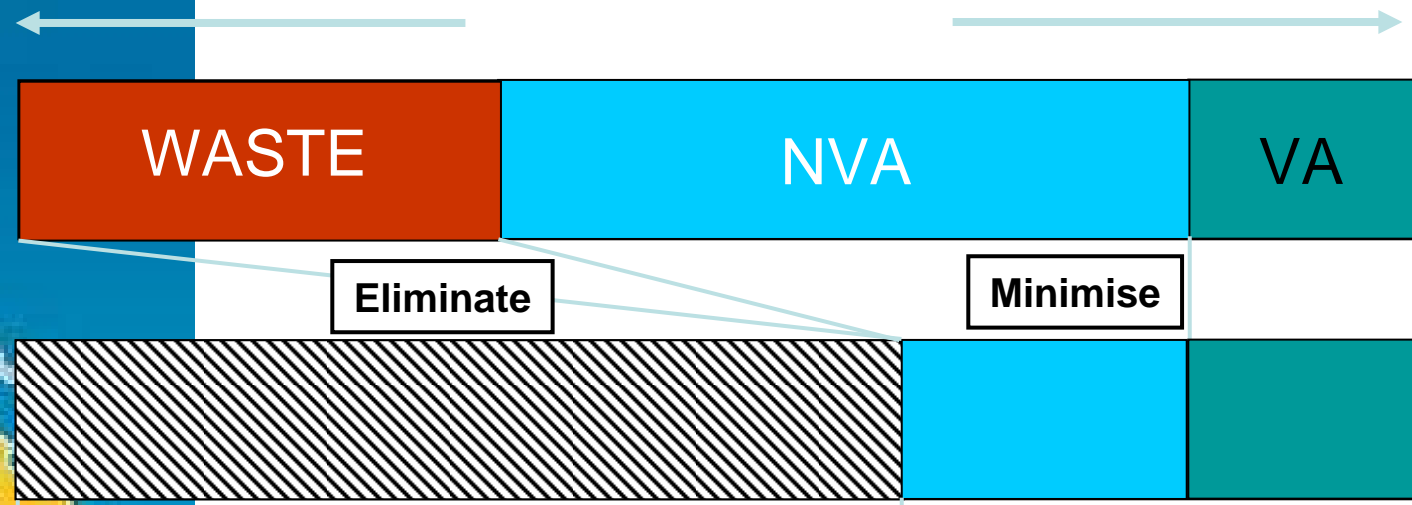
Gaining “buy-in” matrix

Vision	Plans	Resources	Ability	Reinforcement	
X	✓	✓	✓	✓	Confusion
✓	X	✓	✓	✓	Anxiety
✓	✓	X	✓	✓	Frustration
✓	✓	✓	X	✓	False Starts
✓	✓	✓	✓	X	Short Term
✓	✓	✓	✓	✓	Progress

FINDING RESOURCES



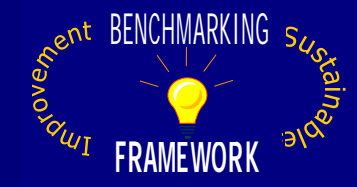
To raise the ratio of Value Added operations to Non-value Added and Waste



More resources available for other activities

USE PROCESS INNOVATION – 3 - 4 DAYS

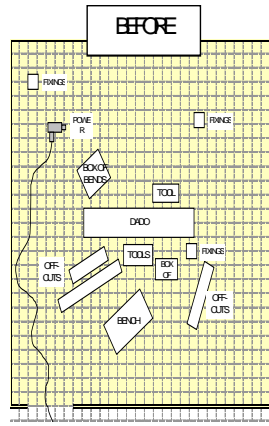
7 Wastes



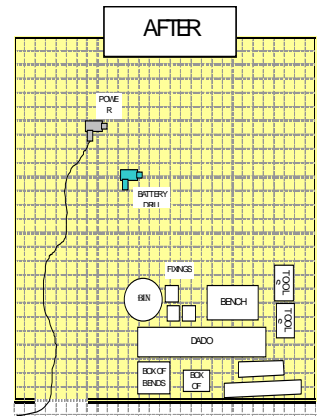
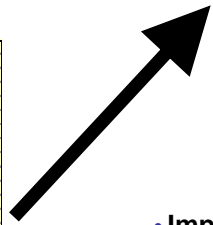
Identify threats and opportunities in the process

The 7 categories help spot and group the wastes

1. Bad Quality
2. **Inventory**
3. Transportation
4. Process
5. **Idle Time**
6. Worker Motion
7. **Over-production**



- Poor configuration
- Excessive walking waste
- Poor visual management
- Trip hazards & Obstacles
- No bin – time wasted clearing up



- Improved layout & configuration
- Configured portable work bench
- Improved visual management
- Trip hazards & obstacles reduced
- Waste bin provided



Thankyou

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