



## NEW CONCEPTS MANAGEMENT SOLUTIONS

**Process Management:** *“Using Data and Statistics for Measurement, Analysis and Improvement”*

In classrooms to planning rooms, in medical centers, in supply and transportation, in accounting and contract management, on manufacturing and repair center floors, and in safety offices and program offices; organizations around the world are using continuous process improvement as their strategy to bring about dramatic changes in their operations. The reduction of process variability is the key to process improvement --- which lowers costs and increase customer satisfaction.

### Workshop Content

This 2-day interactive workshop will lead participants step-by-step through data collection, for a given process, and provide insight into which charts or graphs might best portray that data for presentation and analysis. The workshop introduces *basic* concepts (i.e. variation, normal distribution, random sampling, and probability) that are the building blocks of statistics for process control. Participants will see how performance metrics and statistical process control charts are created and learn *basic* interpretation.

### Who Should Attend

Managers, supervisors, team leaders and team members who are involved in, or responsible for, measuring performance criteria, developing and presenting metrics, and controlling / improving processes.

### Prerequisites

A desire and commitment to implementing continuous process improvements within your organization.

### Workshop Goals

- Understand data, statistics, and problem solving; and the vital roles all play in process improvement
- Learn how to use data and statistics to reduce cycle time
- Obtain insight into the development of effective performance metrics and their relationship to internal controls.

### Cost

*Group Rates Available  
\* CALL for Quote \**