

Introduction to Process Improvement

Module 1: Understanding Processes

- What is a process?
- Types of processes (business, operational, service)
- Inputs, process, outputs (IPO concept)
- Examples from daily life and organizations

Module 2: What is Process Improvement

- Definition of process improvement
- Need for improving processes
- Goals: efficiency, quality, speed, and cost reduction
- Continuous improvement mindset

Module 3: Common Process Problems

- Delays and bottlenecks
- Errors and defects
- Rework and inefficiencies
- Lack of standardization
- Identifying pain points in processes

Module 4: Basics of Improvement Approaches

- Introduction to Lean (waste reduction)
- Introduction to Six Sigma (defect reduction)
- Overview of DMAIC approach
- Simple tools:
 - Process mapping
 - Root cause analysis
 - Basic observation

Module 5: Activity & Wrap-Up

- Identify an inefficient daily process

- Suggest simple improvements
- Key takeaways and practical application

Haworth Solutions