

▶▶▶ Process Perspectives ◀◀◀

A publication from Process Strategy Group

Workshop on Process Measures

A key management dimension to consider in implementing a process approach is measures and the measurement system. Organizations already have measures in place, which are usually functionally based. These functional measures are lagging indicators of performance: by the time you get the measure, it is too late to impact the result. These measures are part of the monthly close process, and published in the monthly financial reports, which tell you what happened last month. Process measures tell you how the process is performing NOW.

In setting process measures, we need to consider many factors, such as:

- What does the customer expect and how will they measure our product or service? Examples include 1st call resolution, response time, and on time delivery
- What price can we charge in the market? We need to determine if our process can deliver that based on that price.
- What quality must we deliver to meet our target market?

We facilitate a one day workshop to develop process measures for your organization. The workshop outline includes:

- Current measurement system in place
- What measures are important to management
- Review of the Organizations Processes
- How do you measure a Process- discussion of:
 - Time, Cost and Quality
- Develop measures for your processes
- How to gather the needed data
- How would you report process measures
- The impact of process measure on performance
- Next steps

We use exercises and break out groups to get the participants involved in the applying the concepts and developing process measures for your organization.

Target Group: Individuals who develop or manage performance measures and processes

Workshop Size: Ideal size is 9-12 people

Location: On-site

For more information, Contact www.ProcessStrategyGroup.com