# IMPLEMENTING CONTINUOUS IMPROVEMENT

## IMPACT ON THE ORGANIZATION

All organizations want to improve their performance – both financially and in terms of customer service.  But many organizations don't know how to engage their entire workforce in the effort. This is one powerful reason continuous improvement has been implemented in thousands of organizations.   Using  the  powerful  insights  and  tools  of  continuous  improvement,  today's workers can be taught how to directly impact the bottom line, and greatly improve customer satisfaction  at  the  same  time.    With  this  knowledge,  every  worker  can  participate  actively  in continuous improvement – driving rapid cost savings, increased productivity, and higher rates of customer retention and loyalty.

## LEARNING OBJECTIVES

- Identify the critical characteristics of a continuous improvement organization

- Describe the elements one must influence to achieve continuous improvement

- Use the Value-Added Chain technique to understand how each department adds value for the company's customers

- Discuss the value chain of each department as it relates to customers and suppliers

- Describe how to translate company values into daily behaviors

- Identify existing paradigms operating at your company, and potential changes that would improve performance

- Identify strategies for shifting to paradigms more supportive of continuous improvement at your company

**TIME INVESTMENT:**  Typically 4 hours

## CUSTOMIZATION

This program can be customized to reflect your organization's procedures, policies, cases, examples, and terminology.  Please inquire about these optional consulting services.

In this module, participants learn the skills and tools they need to implement continuous improvement in their organizations.  The module focuses on the new paradigm of quality; identification of external and internal customers; and organizing for continuous improvement. It reviews the critical factors associated with effective empowerment; leading and managing teams; improving internal communication and cooperation; interpreting and analyzing data; and effective team problem-solving.  Along the way, participants will identify specific changes that may be needed to implement an effective continuous improvement program in their own organizations.