

RPM-Academy

Effective Process Management Certification



It is generally accepted that an organization is only as good as its processes and its people. Managers, when asked what they do, often respond, "I manage people", or, "I manage my team".

Granted, this facet of a manager's role is of vital importance, but the responsibility does not end there! **A manager manages processes!** This **Certification program** is specifically designed for managers who want to expand their view of their role in overall process effectiveness and efficiency and start to leverage "voice of the process" to take their team's performance to the next level.

RPM-Academy... You're virtually there!

At A Glance

Number of Classes: 8
Class Duration: 2 hours
Total Class Time: 16 hours
Classes per Week: 2



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Your Certification in Effective Process Management includes;

Introduction to Lean Thinking: The history and five principles of Lean, defining value, the eight wastes, "Flow" and Value Streams and Kaizen rapid improvement.

Introduction to Six Sigma: The history of Six Sigma, the DMAIC approach, process variation and $Y = f(x)$, DPMO, the "Hidden Factory" and the Critical to (CT) Tree.

Writing Effective Problem Statements: The 5W2H method for writing effective problem statements, use the "Five Why" and defining improvement goals.

Efficient and Effective Workplaces: Establishing 5S/6S standards, improving visual workplace, implementing standard work, and engaging your team in "Huddles".

Mapping the Process & the Gemba Walk: Visualizing processes using flow maps, spaghetti diagrams and the SIPOC. Engaging the team with "Gemba Walks".

Failure Modes and Effects Analysis (FMEA): Identify and assess process risk using the FMEA and leveraging this analysis for continuous improvement.

Controlling the Process: Introduction to statistical process control (SPC) and using "voice of the process" and control plans to manage and improve your processes.

Assessing Process Capability: Aligning voice of the customer with process performance to determine overall capability and improvement opportunities.