



# EFFECTIVE PROCESS MANAGEMENT

PREPARED BY

theTen X group

Designing Lifestyles



Effective Process  
Management

PROFESSIONAL  
CERTIFICATION



# THE IMPORTANCE OF EFFECTIVE PROCESS MANAGEMENT



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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.



# 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.





## ABOUT TEN X

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The Ten X Group is a unique organization which tackles the overall improvement of the Employee Experience across Malaysia. We pride ourselves in providing employees with affordable solutions towards certification attainment. Besides advocating below market priced Lean Six Sigma blended learning methods which allows our attendees to have access to the online course modules 24/7 - we also promise you access to our online coaches coupled with classroom trainings with our certified LSS trainers. Ten-X's goal is to achieve excellence and quality through designing a better employee experience.

## WHO SHOULD ATTEND?

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- Engineers / Professionals / Executives who want to understand EPM as a management tool for process and performance improvement at their work place
- Managers, Project Leaders, Senior Engineers, Black Belt Candidates and anyone who desires an understanding of EPM principles and skills - (Industries/Job Type: Customer Service, Industrial, Service, Hospitality, Management, Senior Management)
- Also production managers, front line supervisors, quality professionals, and individuals who are responsible for improving quality and processes at an enterprise or departmental level, including champions and process owners



# ELIGIBILITY OVERVIEW

Effective Process Management certification training course is beneficial for managers, quality professionals, engineers and technical staff with a minimum of 2-years' work experience or/and anyone who would like to take up a more senior position within their organization. Individual should be currently in either a supervisory role or manager and above.





## COURSE CONTENT

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Introduction to Lean

Introduction to Six Sigma

Writing Effective Problem Statements

Introduction to Kaizen

Using A3 Report for Rapid Improvement

SIPOC Mapping

Understanding & Implementing 5S/6S

Implementing & Facilitating Lean "Huddles"

Visual Workplace

Standard Work

Mapping the Process

Spaghetti Diagrams

Gemba (Waste) Walks

Failure Modes & Effects Analysis

Error-Proofing/Mistake-proofing

Controlling the process

Assessing the Process Capability



THANK YOU!

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