



Process Group (PG) Workshop

The objective of the Process Group (PG) Workshop is to help participants **develop the strategies, plans, and policies to initiate or sustain an effective process improvement program.**

ISD teaches you to **effectively charter and operate a Process Group.** We define the roles and responsibilities of a Process Group as well as the policies, procedures, training and other resources necessary to implement an effective process improvement program. **We provide focused guidance** if your PG has encountered obstacles and needs revitalization. We will discuss the **Organization Standard Process, the Organization Process Asset Library, and the Metrics Database** in relation to the daily project and work group implementation activities and review various alternative implementation strategies for these core organizational assets.

We'll prepare you for success by helping you **identify risks and obstacles** and discussing how to mitigate them. You'll walk away armed with the **draft planning documents** necessary to begin or step up your process improvement effort including the **PG Charter, the Strategic Process Improvement Plan, and the Communications Plan.**

Course Content

- Process Improvement Overview;
- Process Infrastructure and Process Management concepts;
- Reference Models and Improvement Frameworks;
- Managing Process Improvement;
- Defining PG roles and responsibilities, policies and procedures;
- Evaluation of improvement areas;
- Identifying risks, obstacles and associated mitigation techniques;
- Developing a PG Charter, Strategic Process Improvement Plan and Communications Plan;
- Establishing and maintaining appropriate levels of sponsorship.

Material Provided

- Participant's notebook
- Reference material

Course Duration

- 3 or 5 days. Duration is tailorable based on participant background and objectives.
- This class is available in public and client site forums

Prerequisites

- None

Who Will Benefit

- Members of the Process Group and other practitioners involved in process improvement

Client Site Logistics Requirements

- LCD projector and screen
- Flip charts
- Classroom for 15 participants and 1 instructor