

Improving Work Processes (IWP)

COURSE NUMBER **FAA01227**

For information about this course, contact:
 FAA Program Manager
 (386) 446-7154

DESCRIPTION AND LEARNING STRATEGY

Improving Work Processes suggests a strategy for applying process management to the routine and recurring work of an organization as a tool for dealing with shrinking resources. Participants will have the opportunity to identify and begin implementation of critical changes that will transform core processes to create customer value.

Engaging in interactive lecture/discussion during the workshop sessions, participants will review process management strategies and develop a working ability to quickly use those strategies as a tool to identify incremental changes in their task areas.

During the session, individuals and/or small groups will apply process management tools to specific, individually identified task related processes. Guidance will be provided in the use of the tools. Participants will gain insights into their opportunities for incremental improvements. Examples will be discussed to illustrate common opportunities across the agency.

OBJECTIVES

- Recognize opportunities for applying process management tools to work-related processes.
- Construct a flowchart of their top priority work process.
- Describe the value of continuous improvement resulting from process management.

KEY COMPETENCIES

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|-------------------|---------------------------------------|
| • Agility | • Innovation |
| • Business Acumen | • Managing Organizational Performance |
| • Customer Focus | • Problem Solving |

CLASS SIZE

16 participants

LENGTH

4 hours
(Class times vary.)

LOCATION

Customer site or
 FAA Center for
 Management and
 Executive Leadership
 Palm Coast, Florida

UPCOMING DELIVERIES

This course is currently available only as a fee-for-service delivery.

WHO SHOULD ATTEND

Employees responsible for improving work processes

ENROLLMENT

To arrange a **fee-for-service delivery**, call (386) 446-7154.

PREREQUISITE

None

PRECOURSE

None

RELATED COURSES

Inquiry, Influence & Implications (FAA01249)
 Strategy Formulation and Implementation (FAA01200015)
 Systems Thinking (FAA01277)