

# **Improving Processes Where You Work**

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WSIPC - PDIS GROUP MEETING

## **THE ISSUE**

**When you return from a training session or just learn a new concept, how can you use what you learned to help improve the processes where you work?**

# **When you leave here today you will know**

**Why you need to become a resource for valued information**

**Why you need to understand the cultural environment**

**The definition of what a process is and does**

**How to identify processes that can be improved**

**Why you need to learn the process before improving it**

**The importance of knowing the risks involved with change**

**How to create a plan to implement the improved process**

**That compliance makes or breaks processes**

**That individuals can make a difference**

**In order to improve a process you need to:**

- **Understand the cultural environment**

Waiting for permission to use the hear no evil see not evil speak no evil picture

## **Understand the cultural environment**

- **What works well in one company may not in another.**
- **Do not begin by challenging the status quo.**
- **Understand the big picture.**
- **Learn the team strategy and company methodology.**
- **Remember that management sets the pace.**
- **Remember “How to win friends and influence people”?  
People want to be right.**

# Certification wall at Washington School Information Processing Cooperative



**In order to improve a process you need to:**

- Understand the cultural environment
- **Become a resource for valued information**



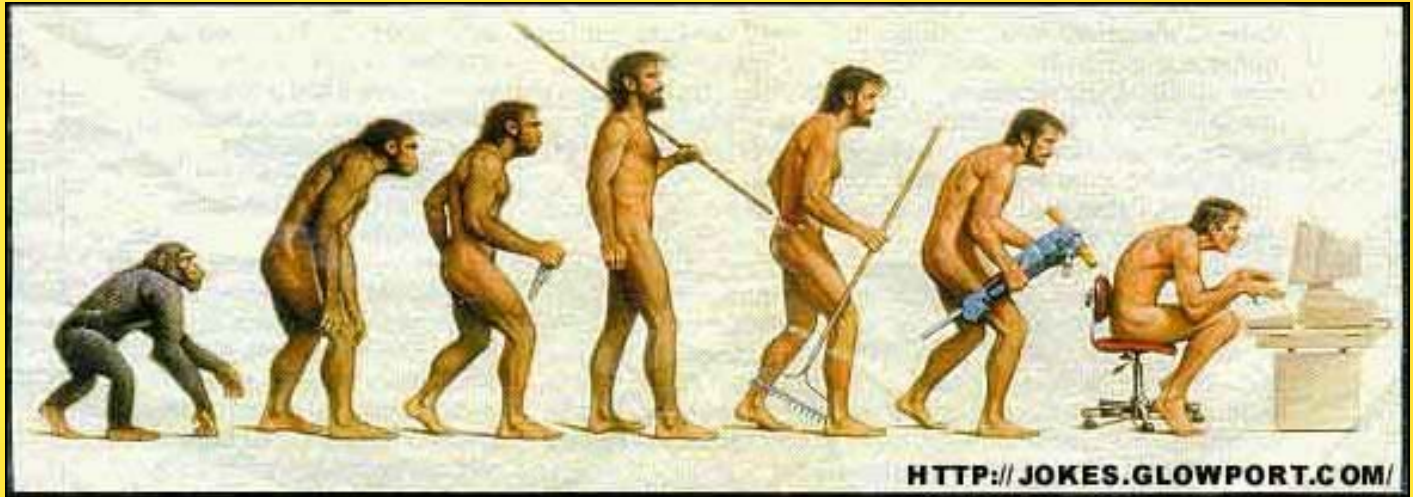
Waiting for copyright permission to use finger print joke here

# Become a resource for valued information

- **Start with yourself.**
- **Becoming a valued resource person requires you to stay at the leading edge of your field.**
- **If you are the best of the best at what you do, management and co-workers will listen to you.**
- **Become good at one or two things. Be known as a “Jack of all trades but a master of ONE”.**
- **When they start coming to you for advice, you are making progress.**

## In order to improve a process you need to:

- Understand the cultural environment
- Become a resource for valued information
- **Define what a process is**



## Define what a process is

- **A process is anything that has steps.**
- **Steps are defined here as documented procedures.**
- **Procedures are controlled by company policy.**
- **Management's policies become the company methodology.**
- **Methodology is greatly influenced by the environment.**

## In order to improve a process you need to:

- Become a resource for valued information
- Understand the cultural environment
- Define what a process is
- **Learn the process before trying to improve it**



I thought more weight to the back was better.

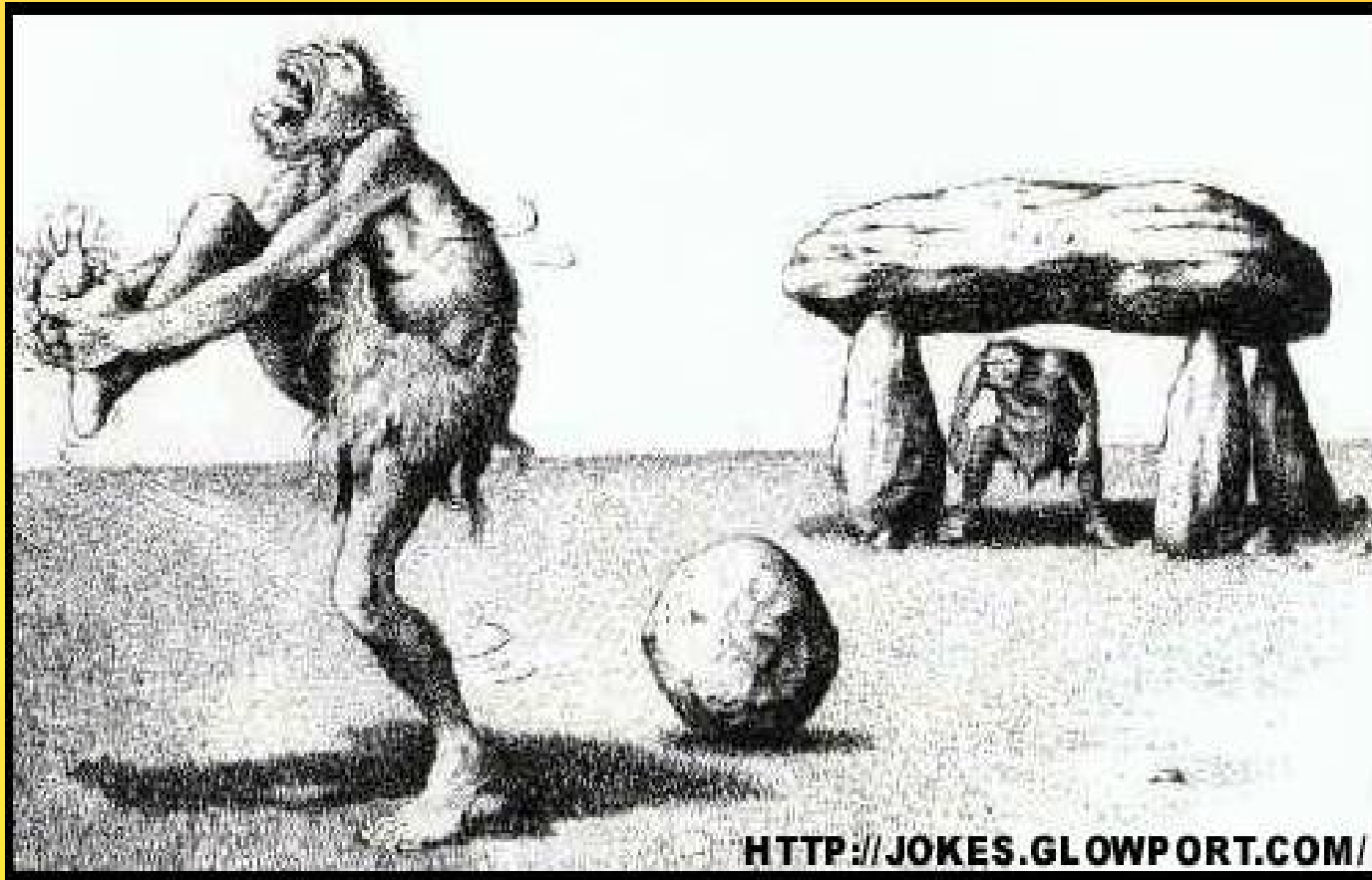
## **Learn the process before trying to improving it**

- **You ca not improve what you do not understand.**
- **Learn the details.**
- **Define how this process fits into the overall process.**
- **Know who the stakeholders are.**
- **Find out why the process is done this way.**



## In order to improve a process you need to:

- Understand the cultural environment
- Become a resource for valued information
- Define what a process is
- Learn the process
- **Document the process**



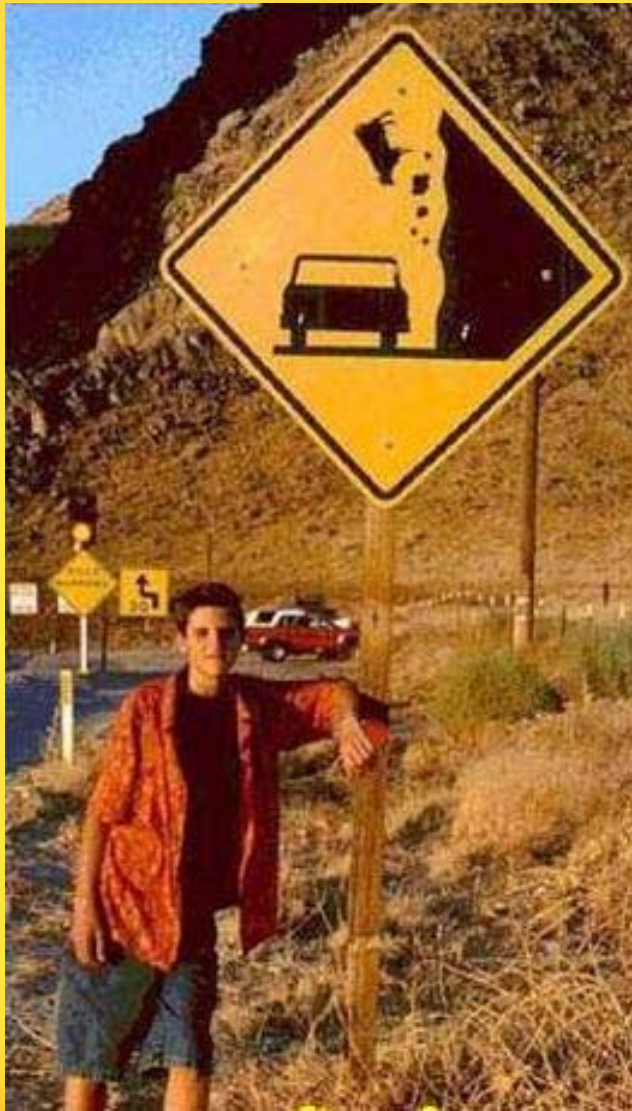
**Cavemen testing the “SOCCER IS FUN” theory**

# Document the process

- **Experience is a hard teacher.**
- **Repeating an undocumented process is a lucky break.**
- **Documentation makes a process repeatable.**
- **A repeatable process brings consistency.**
- **Documentation makes a process perform consistently.**
- **Documentation gives management usable controls.**

## In order to improve a process you need to:

- Understand the cultural environment
- Become a resource for valued information
- Define what a process is
- Learn the process
- Document the process
- **Identify processes that can be improved**



Should we warn the drivers about the falling cows, or should we build a fence?

## **Identify processes that can be improved**

- **Heroic change is not always good change.**
- **If the process is not repeatable you can not improve it.**
- **If you do not repeat the process there is no reason to improve it.**
- **Focus on your area of responsibility.**
- **Talk to team members about your ideas for improvements.**
- **Consult with management.**

## In order to improve a process you need to:

- Understand the cultural environment
- Become a resource for valued information
- Define what a process is
- Learn the process
- Document the process
- Identify processes that can be improved
- **Know the risks involved with change**



This picture used with permission of photographer [Kurt Jones](#)  
Picture taken on 9 April 2003 at Surfrider Beach in Malibu

Do you really want to go surfing at this beach?



## **Know the risks involved with change**

- **You may improve the process, but the risk of change may be greater than the value received.**
- **The fear of risk may hamper change.**
- **Changing one thing may break something else.**
- **Changing a process may mean more work for others.**

## In order to improve a process you need to:

- Understand the cultural environment
- Become a resource for valued information
- Define what a process is
- Learn the process
- Document the process
- Identify processes that can be improved
- Know the risks involved with change
- **Create a plan to implement the improved process**

A signpost with a blue sign and a black post. The sign is rectangular with a black border and contains the text "It Helps To Plan Ahead" in red. The post is a thick black vertical line.

It Helps To Plan Ahead  
ad

## **Create a plan to implement the improved process**

- **Simplicity is the key to effective improvement.**
- **Start where you are.**
- **Do not try to make too many changes at once.**
- **Look for teaching moments.**
- **Expect change to take time.**
- **Have a “*lessons learned*” session after each project is completed so you do not repeat mistakes.**

## In order to improve a process you need to:

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- Know the risks involved with change
- Create a plan to implement the improved process
- **Realize that compliance makes or breaks processes**

This is obviously  
a better umbrella



Now to get everyone  
to use it

## **Realize that compliance makes or breaks processes**

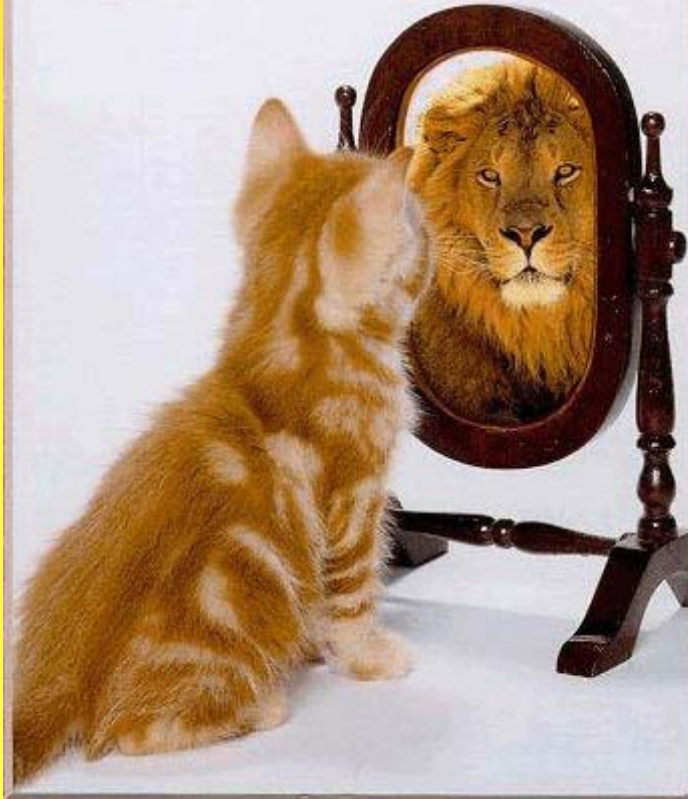
- **We do not see things as they are; we see them as we are.  
(Anais Nin)**
- **People don't like change and resist it even if it is better.**
- **In adversarial environments, improvement is difficult.**
- **If a process is not being used there is something wrong with it.**
- **A good process no one is using is no better than not having one at all.**
- **The end user is the KING and the QUEEN.**
- **Everyone may not agree with the process but all need to come to a "I CAN LIVE WITH IT" agreement.**
- **Management acceptance of the process is key to success.**

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- Document the process
- Identify processes that can be improved
- Know the risks involved with change
- Create a plan to implement the improved process
- Realize that compliance makes or breaks processes
- **Remember that individuals can make a difference**



WHAT MATTERS MOST  
IS HOW YOU SEE YOURSELF.



## **Remember that individuals can make a difference**

**When I was young I decided I would change the world**

**But the world would not be changed**

**So I decided to change my country**

**But the country would not allow change**

**So I decided to change my community**

**But the community was set in their ways**

**So I decided to change my family**

**But my family would have nothing to do with it**

**So I decided to just change myself**

**Then I found that when I changed myself my family changed**

**And when my family changed they changed the community**

**And when the community changed they changed the country**

**And when the country changed then the world changed with it**

Epitaph from a grave stone in London England

# **SUMMARY**

**Understand the cultural environment**

**Become a resource for valued information**

**Define what a process is**

**Learn the process**

**Document the process**

**Identify processes that can be improved**

**Know the risks involved with change**

**Create a plan to implement the improved process**

**Realize that compliance makes or breaks processes**

**Remember that individuals can make a difference**

**Old schools never die,  
they just lose their principals.**

**QUESTIONS?**

**SUGGESTIONS?**