



ONE-DAY WORKSHOP

SERVICE IMPROVEMENT TRAINING

Target Group

For those members of staff involved in the Service Reviews, process redesign and implementation of Service Improvement activities.

Service Improvement Training is a module to develop understanding of how using a variety of Service Improvement thinking and improvement tools can achieve improved services and outcomes. It will also address the wider **cultural** and **people** factors that affect organisational improvement and performance.

Course Content:

- Overview of the Service Improvement approach to improvement and the key principles (Including LEAN)
- Understanding of customer value and process waste in the context of improvement
- Introduction to the core Service Improvement Change and Improvement tools and techniques
- Understand the practical application of Service Improvement and Change tools
- Practical exercises to provide experience of applying BPI and Service Improvement
- Overview of the change management approach to implementing improvements

The workshop focuses on introducing Service Improvement tools and techniques and offers practical activities including: The Quad of Aims, Voice of the Customer, Value Stream Mapping, and 5S.

By the end of this workshop staff will be able to:

- Understand the origins, principles and practical applications of Service Improvement and change tools and techniques
- Be equipped with the skills and support materials to undertake analysis of a process, using mapping and other tools to determine performance and identify improvement opportunities
- Design, develop, evaluate, implement and monitor solutions to improve performance

Delegates will be provided with a full suite of electronic materials on completion of the programme which includes toolkits and training materials.

Workshop Facilitator

David Leask, Consultant, NEREO.

Further Details

For further information, or to book an event, please contact Maureen O'Keefe on 0191 2495874 or email mokeefe@nereo.gov.uk