



People. Process. Progress.™

TSI Info Source

www.transforming.com

312-492-6400

A newsletter of ideas, comment, and dialogue.

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Welcome...

...back to the *TSI Info Source* after a brief summer hiatus. In this issue, we will provide several vital pieces of information, including:

- An approach/methodology for process improvement projects in your organization
- Information about and links to some of the popular process mapping and workflow tools.

We hope that this information will be of value to you and others in your organization and allow you to remember TSI to assist you on some of your key projects.

Consider this:

- Do you or others in your organization have an interest in an outstanding process training workshop? TSI conducts an outstanding workshop and is in the process of setting our training schedule for 2003. Please give a call to 312-492-6400 x202 or e-mail - training@transforming.com
- Are you considering using external consultants for any of your late 2002 or early 2003 projects? We would like to be a resource to you. Chances are we have done a project similar to the one you are embarking upon – please call 312-492-6400 x202 to talk about your specific needs and how we might help you.

Feel free to send us an e-mail at info@transforming.com.

The Editors

TSI's Process Improvement (PI) Approach

- Authored By Daniel P. Feely (dfeely@transforming.com) – Managing Partner, TSI. (www.transforming.com)

Brief Background

TSI has completed well over 100 Process Improvement (PI) Projects using various methodologies and techniques. As several of our partners came from a “Big 3/4/5/8” background, certain techniques within these methodologies were brought forward, along with other ideas and techniques that have made sense over the years. At TSI we have synthesized many of these techniques into a very easy and straightforward approach. Our goal is to share some of this information with you so you can follow an approach that is structured without being bureaucratic.

...See *TSI's PI Approach*, page 2

....TSI's PI Approach – continued from page 1

The Approach

The diagram on the following page is a one-page illustration of TSI's Six-Step PI Methodology. It is organized as follows:

- High-level steps at the top part of the page from left to right
- Further definition under each high level step
- Outcomes and deliverables that are associated with each step at the bottom of the page.

As you can imagine, simplifying the approach from beginning to end for a PI project is very beneficial. Having this information in a “one page” format will also be very helpful to your team. Please pass it on!

Other Considerations

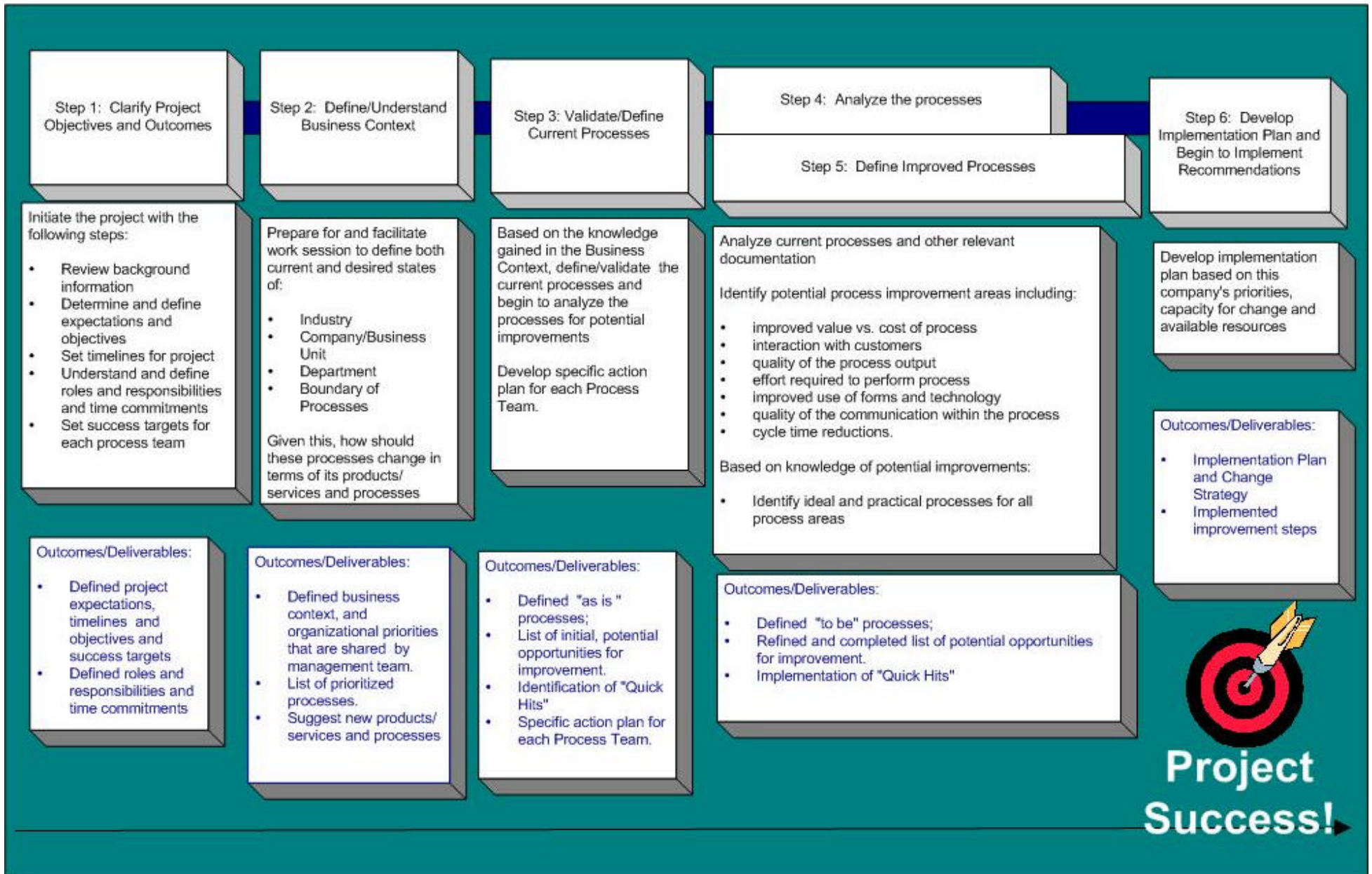
You should also consider when to bring in experts to assist you with a project like this. Consider the following scenarios:

- Internal resources, who have the skills, do not have at least 2-3 days per week to dedicate to a project like this;
- Issues that will be addressed within the scope of this project are highly political and “turf”/“sacred cow” oriented;
- Internal resources do not have the expertise and/or results orientation for a project like this;
- The consequences of failing on a project like this are significant and potentially long-lasting (i.e., gulp, it could affect your career);
- You have the expertise to complete the project internally, but without the use of experts, the duration of the project may cause you to miss an important window of opportunity; and/or,
- You need an outside/best practices perspective to quickly “cut to the chase” and realize results.



TSI combines its consulting and training expertise to assist companies realize tangible benefits in very short timeframes.

TSI's Process Improvement Methodology



Process Mapping Software Tools

In the next issue of TSI Info Source, we will be reviewing these and other tools in more detail as several vendors have new releases forthcoming. Here is a starter list of some tools you may want to consider:

Basic Mapping tools

- **VISIO** for Windows – www.microsoft.com/office/visio/
- **ALLCLEAR** - www.allclearonline.com
- **ABC Flowcharter**

Process simulation products

- **Meta Software's WorkFlow Analyzer** – www.metasoftware.com
- **Scitor (now Sciforma) - Process 2000** - www.sciforma.com/
- **ProcessModel, Inc.** – www.processmodel.com
- **CaseWise** www.casewise.com

Process simulation products

- **Metastorm** – www.metastorm.com
- **Fuegotech** - www.fuegotech.com

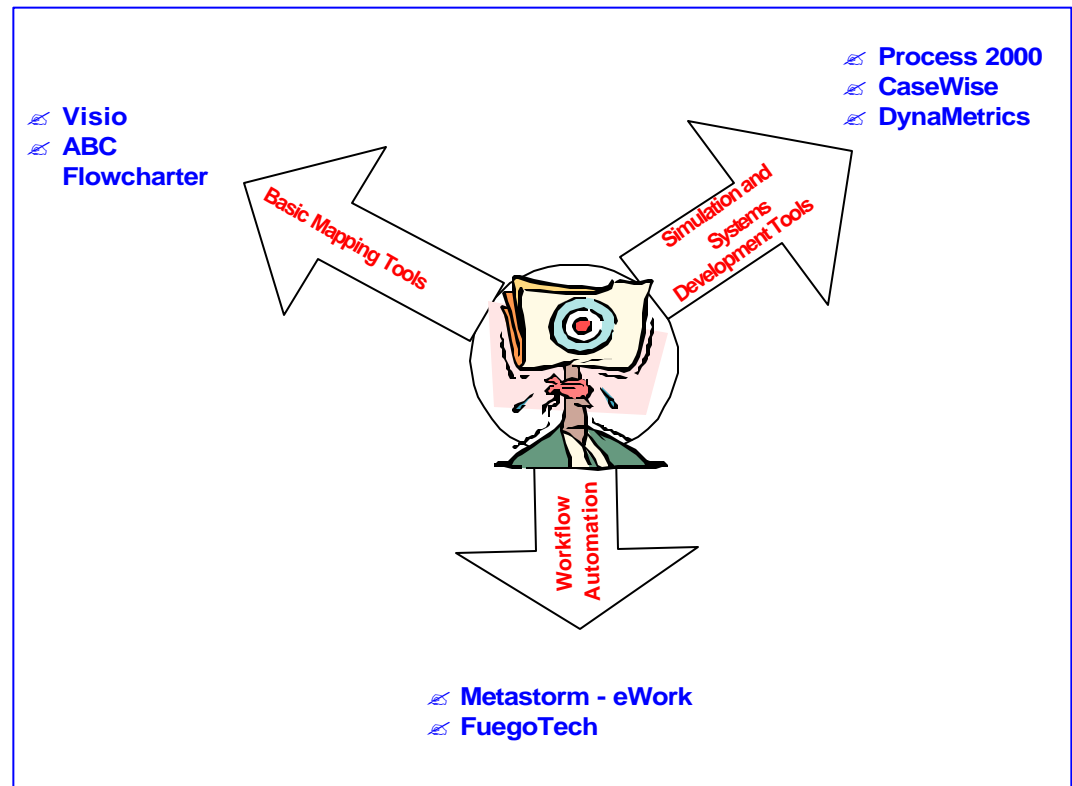
Other:

IDEF process mapping products

- **Meta Software's – Design/IDEF** – www.metasoftware.com
- **Wizdom System's IDEFine**- - www.wizdom.com

Activity-based-costing products

- **ABC Technologies Easy ABC Plus and ABM Product Line**



TSI Process Improvement Training

TSI is in the process of scheduling its public and private 2003 PI Training Workshops. These will take place in Schaumburg and Naperville, IL and other locations as needed. TSI can also customize a course specifically for your organization. Please give us a call @ 312-492-6400, extension 202.

You will learn how to:

- **Use the latest and most practical approaches to dramatically improve your processes.**
- **Define and analyze processes to identify and eliminate activities that do not add value.**
- **Engage a cross functional team and implement sustainable process changes.**
- **Collaborate and negotiate with internal and external people and organizations to identify the “what’s in it for me?” to make change happen.**
- **Quantify the benefits of process changes and create compelling “win-win” scenarios management can’t resist.**
- **Define process metrics to measure the performance of the process while creating alignment across departments and business units.**
- **Design processes where none exist today.**
- **Follow and adapt a proven approach to garner support within your organization and make improvements within 30 days.**

Process Improvement Training Workshop Agenda

Individual and small group exercises and case studies are used extensively throughout the two days for an engaging, activity-based learning experience.

Introduction And Overview

- Orientation To Process Mapping, Analysis, Improvement And Reengineering
- Benefits To Spend The Time To Map And Analyze Processes
- Trends And Jargon You Better Know
- Your Expectations of This Workshop

Mapping Existing Processes

- Getting Started
- Overall Business Systems Thinking
- Identifying Performance Gaps – People, Process, Technology and Culture Gaps
- Process Mapping Tools – The 5 Different Ways To Map A Process

Analyzing Processes For Improvement Opportunities

- Characteristics of “Good” Processes
- Process Maturity
- Analyzing Existing Processes
- Process Measures/Metrics
- Defining “To Be” Processes
- Facilitating The Ideal Process

Implementing Process Improvements

- Forming A Process Improvement Team
- Identifying And Addressing Real And Potential Obstacles

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- Getting All Of The Stakeholders On Board
- Determining What Changes To Implement First
- Creating A Process Improvement Work Plan

HOT LINKS (or, more places we like to surf)

- ?? TSI Newsletter Archives – <http://www.transforming.com/archives.html> - check this page out for copies of past articles and other information.
- ?? Quick MBA - <http://www.quickmba.com/> - need access to industry standard definitions of buzz words and other terms/concepts? Here is a site that might provide some answers.

The author of this issue of *TSI Info Source* is **Dan Feely** (dfeely@transforming.com), the managing partner of TSI (Transforming Solutions Inc.) www.transforming.com, the most results oriented and cost effective process improvement, management consulting and training firm you will come across.

TSI helps organizations dramatically improve processes by collaboratively and cost-effectively analyzing and improving how people, processes and technology are used within the organization.



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