

Top Management Briefing: Continuous Improvement

Overview: A half-day course including instruction for managers in the philosophies of continuous improvement, the seven wastes, “reliable methods” and management’s key role in driving and supporting improvement efforts within the organization. This class is intended to give managers a basic understanding of continuous improvement and sets the stage for managers to be able to understand how to support improvement activities and projects that are undertaken by the organization. It provides a solid foundation for managers in companies just starting out with continuous improvement and contains many specific points managers can take away and use to help the organization reach new levels of operational excellence. This course is designed to both inform and inspire individuals in a leadership role about the benefits that can be achieved by unleashing the power of continuous improvement within their organization.

After taking this class attendees should be able to:

- ✓ Describe the relationship between continuous improvement and improved quality, cost, lead-time and customer satisfaction
- ✓ Understand why all managers in the company need to be “on the same page” when it comes to continuous improvement
- ✓ Explain why people are the secret to successful continuous improvement programs
- ✓ Describe the key role management plays in successfully implementing a continuous improvement program
- ✓ Identify the seven deadly wastes and some basic reliable methods used as countermeasures to waste
- ✓ Understand how company culture, policies and/or practices can accelerate or inhibit continuous improvement efforts

Who should attend? This introductory course is appropriate for managers and supervisors from all disciplines and levels within the organization. It is especially relevant for any manager in a company considering or about to embark on a continuous improvement program. It should be a required course for any new manager in a company practicing continuous improvement and who has no previous background in continuous improvement.

Time Commitment: 4 hours

Course Outline/Topics:

- What Is “Traditional Manufacturing”?
- What Is Continuous Improvement (CI) and how does it differ from Traditional Manufacturing?
- Benefits of CI to the company, customers and employees
- Seven Wastes and an Introduction to Reliable Methods as Countermeasures to Waste
- Management’s role in CI
- The GBMP Approach to CI Implementation