

FACILITATION

Business Process Improvement

To succeed in today's rapidly changing, customer-focused economy, work that has traditionally been organized around tasks and functions must increasingly be structured around processes and systems.

Business Process Improvement is a methodology for examining your existing process(es) and designing a more effective approach to meet your business or organizational goals. BPI can range from analysis and improvement of an existing process all the way to radical reinvention of a major business segment to achieve dramatic changes in the way work is accomplished. It can be applied equally by private, not-for-profit and public sector organizations to achieve quantum leaps in performance.

We offer two solutions, depending upon your requirements:

1. Customized Consulting and Facilitation

This will focus around your particular business process or multiple connected processes. Our consultant will lead your group through a proven approach, adjusted to meet your particular needs.

- Analysis of existing business processes to identify areas of greatest need.
- Development of strategies and plans for conducting a process improvement project.
- Facilitating cross-functional teams through a complete life cycle of the improvement process.
- Establishing appropriate metrics to measure process improvements and assess project success.
- Creating process management capabilities to assure that the new process takes hold and is effectively maintained over time.

2. Process Improvement Workshop

Your participants not only learn how to carry out a complete process improvement project but also begin work on enhancing a specific process in your department or organization. They will apply a four-phase model of process improvement and management:

1. Process Identification
2. Process Analysis
3. Process Improvement
4. Process Management

PARTICIPANTS WILL LEARN HOW TO:

- Look at their organization as an interconnected system of business processes
- Link process improvement activities to critical business needs
- Establish a process improvement team, with goals, a charter, and a project plan
- Create relationship and process maps to analyze existing systems and optimize ways of operating
- Identify the common sources of process errors and inefficiencies
- Identify disconnects in the current process
- Develop meaningful performance measures for process operations
- Apply the tools of process mapping and analysis to an existing business process
- Establish process management structures to assure performance is sustained and improvement continues

"You keep the group on task, but also use humor and levity to make the workshop enjoyable."



SAMPLE OF CLIENTS SERVED:

AGF Funds Inc.
Bank of Nova Scotia
BEP International (reinsurance brokers)
Canadian Imperial Bank of Commerce
Capital One Financial Corporation
Citigroup
Credit Suisse Canada
Credit Union Central of Ontario
Deloitte & Touche
Fannie Mae
First City Trust
MBNA America Bank
North American Life Assurance Company
Platt's (Standard & Poor's)
The Prudential Insurance Company of America
The Royal Bank of Canada
The Universal Group of Funds
Visa Canada Association
William M. Mercer Limited

WE ARE A LEADERSHIP DEVELOPMENT FIRM DEDICATED TO HELPING OUR CLIENTS LEVERAGE THE TALENTS OF THEIR MANAGERS AND TEAMS.

We offer training workshops, facilitation services, keynote presentations, and executive coaching that help managers generate consistently high performance by (1) fostering commitment and accountability in their employees and (2) building productive teams.

Our clients include organizations from the corporate, public, and not-for-profit sectors, as well as associations. They know Fulcrum for programs that:

- Present cutting edge concepts and practical techniques,
- Apply interactive adult learning approaches and
- Energize people to deliver superior results

Fulcrum Associates Inc. was founded in 1988. We are a continental firm, headquartered in Northern Virginia, with an operation in Toronto. For projects large or small we are able to draw on the talents of a select number of highly professional associates, each heading a successful independent practice, who deliver programs tailored for today's organizations.



RUSS IS AN INSTRUCTOR OF MANY QUALITY IMPROVEMENT COURSES, INCLUDING PROCESS MAPPING AND ANALYSIS, CYCLE TIME MANAGEMENT, STATISTICAL PROCESS CONTROL, DESIGN OF EXPERIMENTS, PROBLEM SOLVING SKILLS AND DESIGN FOR MANUFACTURABILITY.

For over a decade Russ has been working with corporations and government agencies to design and facilitate Partnering Workshops. Partnering is the process of establishing mutually beneficial relationships among the key stakeholders of a project through team-building, shared goals and an agreement for resolving issues based upon trust and respect. Partnered projects are being completed ahead of schedule, under budget and with no litigation, claims or unresolved disputes. He also helps establish supplier/customer and even inter-department partnering relationships in a wide variety of organizations.



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