



## Course Title: Managing Process Performance (PT202)

**Level:** Practitioner

**Duration:** 24 hours (indicative), approximately 8 weeks

**Delivery method:** Supported distance learning

**Assessment:** 1 hour multi-choice examination

**Recommended Prior Learning:** Introduction to Problem Solving (FD102)

**Mandatory Prior Learning:** None

### Overview

This course provides practical skills development in the management of process operation and delegates will develop the capability of leading teams in the development of management processes and performance measures that indicate the effectiveness of operational processes.

### Who is it for?

This course is designed for those who are practising in quality and aspire towards middle management.

### Indicative course content

- Introduction to process management and the relationship between standardisation, performance management and continual improvement
- Roles in process management:
  - Process management roles
  - Teams
  - Behaviours for effective process and performance management
- Management techniques and tools to embed standardisation:
  - Managing documentation. Construction and use of SOPs, SPLs, visual aids and workplace organisation (5S)
  - Managing risk. Construction and use of risk matrix and mistake proofing
  - Managing skills and resources. Skills and competency matrix
- Identification of key measures of process performance:
  - Voice of the customer. Definitions and use of focus groups, face-to-face interviews, questionnaires, interviews and observation
  - Types of data: qualitative, categorical, ordinal, discrete (or attributes), continuous (or variables) and the benefits/drawbacks of each
  - Sampling methods: random, systematic and stratified
  - Selecting key measures. Construction and use of CTQ Trees, requirements matrices, operational definition and link to the system level measures of performance against customer and stakeholder requirements
  - Defining and analysing the measurement process. Performance of the measurement process with respect to bias, linearity, stability (variation), repeatability and reproducibility
- Use of the following tools for displaying/analysing data:
  - Check sheets and data collection forms
  - Run charts
  - Control charts
  - Histograms
  - Capability analysis

- Management techniques and tools to monitor performance:
  - Construction and use of visual management boards, description of associated management processes and tiered accountability
  - Process confirmation
- Management techniques and tools to improve performance:
  - Visual management for action planning and execution
  - Visual management to monitor corrective actions
  - Process review
  - Role of audit
  - Benchmarking

### **Delivery method**

Supported distance learning. A Tutor will be assigned who will provide support and guidance throughout the course. All course materials are accessible via our web-based learning system.

### **Course fee**

The course fee is inclusive of tutorial support, learning and assessment materials, an account for our learning management system, one examination and certification.

- £475 +VAT per learner

### **Examinations**

- Examinations are online and can be arranged to be taken in your workplace where invigilation is agreed and provided by your employer.
- Additional fees will apply if you wish to undertake the examination in a paper-based format.
- If you wish to sit the examination at an examination centre (please refer to 'exam information' on <http://www.roveconsultancy.co.uk/cqi-quality-management/> for details of examination centres that support external students. Please note examination centres will charge a fee for this service. Details should be obtained directly from the representatives of these organisations.
- Please note that a fee of £65 +VAT is applicable should a re-sit be required.

### **How to enrol**

We don't have set enrolment periods for this course so you are able to enrol at any time. Please complete the contact us box below, email [info@roveconsultancy.co.uk](mailto:info@roveconsultancy.co.uk) or call **0191-6600355** and we'll get back to you.