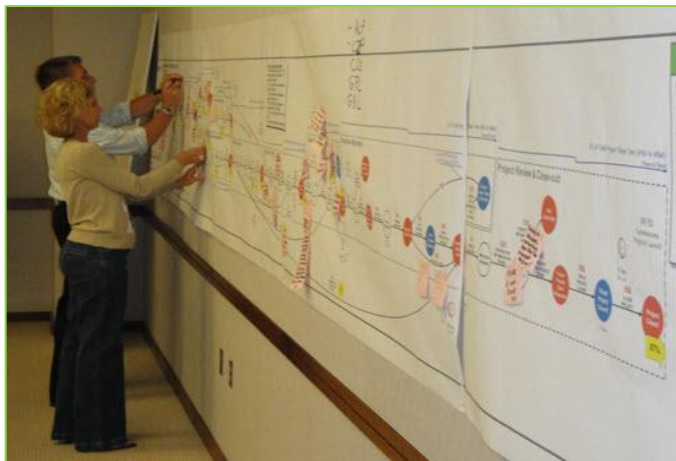


**Process Triage** is an intense *kaizen* immersion; for continuous process improvement teams. It rapidly maps and examines a business process. The triage team identifies points-of-pain that hinder the process owner's goals and objectives, then nominates and prioritizes action items and projects to address these opportunities. This is an ideal approach to identify and prioritize your teams' many improvement ideas and focus them on your vision.

### Workshop Agenda

Opening Remarks (*Executive Sponsor*)

- |                        |  |
|------------------------|--|
| 1 <sup>st</sup> Period | Process Triage Mapping<br><i>(2 hours, Team + Facilitator)</i>   |
| 2 <sup>nd</sup> Period | Process Triage Examinations<br><i>(2 hours, Team + Facilitator)</i>  |
| Halftime               | Strategic Objective Review<br><i>(Executive Sponsor(s))</i>  |
| 3 <sup>rd</sup> Period | Points-of-Pain<br><i>(1-2 hours, Team + Facilitator)</i>   |
| 4 <sup>th</sup> Period | Small Now's & Big Now's<br><i>(2-3 hours, Team + Facilitator + Sponsor)</i><br><i>Action Items (Small Now's), Projects (Big-Now's)</i> |



*A poster-size Process Triage® workflow map reused by a kaizen (continuous improvement) team*

Closing Remarks and Satisfaction Survey.

### Workshop Investment

- **Opportunity costs** of pulling subject matter experts off primary job description tasks for focused process development work, if not in their job description. Special consideration may be required for commission compensated participants.
- **Modest Hosting site costs**, typically a large, client site conference room, including catering if allowed.
- The **Facilitator fee** includes incidental travel, lodging, and meals (at cost). Billed as a daily rate or a per workshop rate.

### Deliverables

- **Assigned action items and projects** (Small Now's, Big Now's), in SMART objective format, prioritized by the highest business value, including strategic fit and expert staff's adoption.
- **A set of action items and projects waiting resources** (Not Yet's) preselected for business cases that help you manage upward.
- **Process Triage® map sheets for future training and process analysis use.** Conversion to standard flow chart format is available.
- **Team Building Benefits baked into each period** to improve workflow performance and team development, and a shared operational focus from individual contributor process experts to executive sponsor.
- **The Assurance** that a team's available time spent on process improvement is correctly focused with sufficient buy-in by the subject matter experts.

We bring practical process coaching insights to your workshop as well as the seasoned facilitator skills for groups in high-stress situations. We have the experience and wisdom of over 18 years and 800 Process Triage workshops.

A 20 minutes (YouTube) video and deck download is available at our website, [www.processtriage.com](http://www.processtriage.com)