

Breakthrough Process Improvement

A Management Workshop
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Process mapping with Kathy Hetrick, President of Strategic Focus

Process mapping gives the user an objective, analytical tool. Identifying target areas and implementing change utilizing cross-functional teams enhances continuous improvement efforts. This tool helps managers effectively focus improvement efforts.

This hands-on training workshop is developed based on client needs and specifications. Strategic Focus utilizes highly interactive, experiential training techniques designed to allow workshop participants to apply what they are learning to their own situations and organizations.

What you'll learn:

- Introduction to business processes
- How to identify high-level organizational processes
- Selecting the process to map and improve
- How to map the process
- Analyzing the process
- How to target improvement areas

- Implementing improvement objectives
- Continuous improvement – how to keep it going
- Learn by doing!

Who should attend:

- Presidents
- Operations managers

- General managers
- Controllers
- Accounting managers
- Managers with a desire to continually improve their departments
- Line staff

Applicable to any industry, from non-profits to manufacturing to service. All organizations have business processes!