








# Improve That Process!

Faced with a process that isn't working, teams **CAN** change things? And how far will they go?

-  **3 hours + debrief**
-  **10-15** (for 5 teams of 2-3 per team)
-  **For staff at any level No**
-  **computer required**
-  **695 exVAT**



**Improve That Process!**

## Learning objectives

- Participation in an actual production process and see first-hand problems that can arise and what it takes to make it more efficient
- Having an open communication network across the process
- Showing the benefits of cross-functional teams
- The advantages of applying a continuous improvement culture
- The importance of encouraging creativity and staff empowerment
- The importance of overcoming people's resistance to change

## About the activity

Teams are split into five 'departments' at Tagus Pharmaceuticals: Sales, Production I&2, Production Control and Packaging. They have tablets to produce (to an exacting standard), packaging to construct, orders to assemble and invoices to raise. Tagus is operating a well-oiled process here ..... or is it?

It is now Day 1 and teams must work through their particular part of the process. How many correctly fulfilled orders can they get ready, for dispatch to the customer, by the end of the day? During operations the departments inter-communicate with each other via a series of in-trays. 'Day 1' lasts 30 minutes and, by the end, the average number of correctly fulfilled orders is usually 1 or 0!

The teams now come together as one group to discuss the experience and highlight any problems. Typical issues include departments claiming to be overworked, others overstaffed, poor communications and raw materials not in the right place at the right time.

Teams are now empowered to change whatever they like - and prepare for 'Day 2', which lasts another 30 minutes. Orders fulfilled, after improving the process.....usually all of them!! (Teams don't realise, but they are tasked overall, with exactly the same orders as for Day1 - so a comparison between the two days is valid.)

## Pack contents

- Trainer's Notes
- PowerPoint Presentation
- Team Briefs
- Memo Forms
- Team In-trays
- One Post Tray
- List of Orders (Day 1 & Day 2)
- Team A Forms
- Team Resources
- PDF files for reprinting materials

This activity is for face-to-face training. It is supplied as a hard copy pack and the digital files are supplied via the Northgate Trainerhub.

## Five-year licence

This Northgate training activity comes with a five-year licence for repeat use for up to 15 participants. A licence is required for each site (or remote hub).

## Ideally suited to

Experiencing a process, seeing the problems and then agreeing how to put them right.

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# FACTSHEET

## Customer reviews

” A *highly immersive, engaging and fun* activity, which delivers some profound lessons about process improvement, communication and teamwork. There are a number of *valuable learning outcomes* which can be related back to the workplace. It's important to spend time getting to know the activity and setting up in advance, however, once it's up and running it works brilliantly. *It is also a joy to observe.*  
**Stuart Warner, Finance Trainer, Financial Fluency**

” It was *truly amazing!* Everyone felt the exercise was extremely *valuable* and *powerful*. You could see what happens in an organisation with poor processes. Issues that surface slowly over a period of time within an organisation were simulated in just half an hour!  
**J. L. Vogel, Lehmann Vogel & Partner, Germany**



## Trainer's role (full guidance supplied in Trainer's Notes)

- Introduce the activity (optional PowerPoint presentation provided).
- Divide participants into five teams and allocate relevant briefs and resources to each team.
- Allow 30 minutes for Day 1 operations. Observe the action and make a careful note of the number and value of successfully processed customer orders.
- Now bring the whole group together for a plenary session to review the process, list the good points and identify any problem areas. They are empowered to make any changes they choose to the existing working practice.
- Next, they put their new process to the test. Issue materials for Day 2.
- After 30 minutes make a note of the successfully processed orders. Teams by now should be buoyed by their improved process that leads to a more successful outcome!
- Lead a Debrief session. Elicit the key learning points from the participants (using the Trainer's Notes for structure and guidance).

## Northgate says...

We get great feedback from this activity. The interactive format of learning-by-doing particularly suits this training topic, which is all about hands-on and improving a practical process.

## Ordering is easy!

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## Fast delivery

Digital files are accessed via our online Trainerhub and the hard copy pack is sent via courier:  
£15 UK (next working day)  
£29 Europe (1-3 working days)  
£39 International (1-5 working days)

## Our guarantee

If you are not 100% happy we offer a 30-day no-quibble returns service on unused goods.



## Northgate customers

