

January 23 – 24, 2017  
The Florida Hotel & Conference Center | Orlando, Florida

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**TE-2 | Monday, January 23 | 8:00 AM - 5:00 PM | 1-Day**

**Course Title: Improved Performance via Process Mapping**

**Instructor:** Dean Williams, Duke Energy

**Topic:** Managerial

**Technical Level:**

Beginner – course content is designed for students with no previous experience

**Course Description:**

This workshop starts by providing a brief history and background for TLS (Theory of Constraints, Lean, Six Sigma) as an integrated performance improvement strategy. The workshop will then go on to describe the principals and practices from TLS associated with process mapping as a basic tool of continuous improvement. Included will be specific metrics that can be used to measure current and future performance of process flows within a calibration lab environment.

With that basic knowledge in hand, class members will then work as a group to create a typical current state process flow map, identifying “rocks” in the flow stream that will need to be removed to reduce drag and increase process flow. Applying the TLS tools, the group was exposed to earlier, the class will then, as a group, develop a future state process flow map and a 30/60/90-day prioritized action plan for achieving the desired future state.

By the conclusion of the workshop the participants will be able to apply basic process mapping techniques, identify obstacles to process flow, and develop a prioritized action plan for transitioning from current state to a desired future state process.

**Instructor Biography:**

Dean Williams has over 30 years of management experience in various industries, including 15 years managing a major calibration lab. He is a life-long student of process improvement and helped lead the Duke Energy Standards Lab to a 400% increase in throughput during his tenure as manager.