TECHNICAL EXCHANGE

MEASUREMENT TRAINING PROVIDED BY NCSL INTERNATIONAL

February 26-28, 2018

The Florida Hotel & Conference Center| Orlando, FL

1500 Sand Lake Road, Orlando, Florida 32809 | 1-800-588-4656

TE-14 | Tuesday, February 27 | 8:00 AM - 5:00 PM | 1-Day (8 Hours)

Course Title: Improved Performance via Process Mapping

Instructor: Dean Williams, Duke Energy

Track: Quality Management

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 in teams to optimize sections of an existing calibration lab process description that is a compilation of various less than optimal process flows found in calibration labs throughout a cross-section of industries. The team members will identify “rocks” in the flow stream that will need to be removed to reduce drag and increase process flow. Once the rocks are identified, the team will come up with strategies to improve the process flow and prioritize those actions. Based on those lessons learned, one or more of the attendees, as time permits, will be able to volunteer to have the class evaluate their real-life process flow and come up with suggestions and recommendations for reducing waste and improving the flow.