

**POWER** *of*  
**PROCESS**



# The Power of Process Champion Classroom Course

**LabVine**<sup>™</sup>

course:

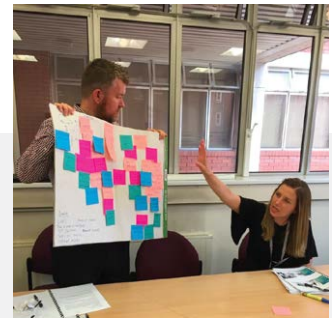
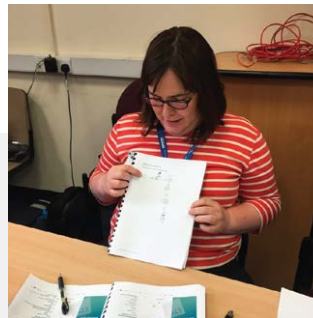
# POWER *of* PROCESS

CHAMPION



## Course purpose

The purpose of the course is to equip the learner with an in-depth understanding of how to link laboratory strategy with the performance of operations. Learn how to collect laboratory performance data and map processes using Business Process Modelling and Notation (BPMN), as well as identify improvement opportunities and solutions.



## Course duration

- 4 Days
- Classroom based

## Course content

1. Linking lab strategy with performance
2. Collecting performance data
3. Process mapping using BPMN
4. Identification of improvement opportunities

## Requisites to earn the certificate

Individuals will receive a certificate of competence on successful completion of a summative assessment at the end of the course.

## Special requirements

Must be proficient in using a computer and MS Office.

## Fees, deadlines, cancellation and refund policies

Please contact us for our policy.



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## Accreditations

- 24 Contact Hours – American Society for Clinical Laboratory Science (PACE)
- 24 CEUs – Level 1 Society of Medical Laboratory Technologists of South Africa (SMLTSA)

## Commercial support disclosure

Power of Process Champion is a product of Power of Process (Pty) Ltd.

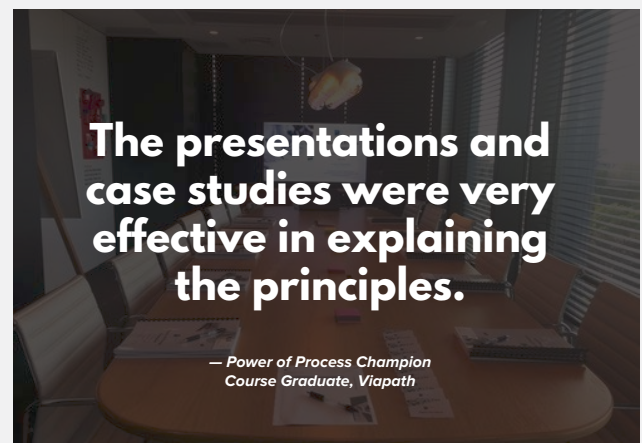
## Inferences

The learner will have an in-depth understanding of laboratory processes, how it relates to laboratory performance, identify performance problems and propose corrective actions.

## Course scope

The Power of Process Champion course addresses the following knowledge areas:

- Linking laboratory strategy with the performance of operations.
- Collect laboratory performance data and map processes using Business Process Modelling and Notation (BPMN).
- Identification of improvement opportunities and solutions.



## Learning objectives and outcomes

The objectives of the Power of Process Champion course are to:



### LEARNING OBJECTIVE 1:

**Link the strategic objectives of the laboratory with the actual performance of the laboratory operations.**

Learners will discover and gain insights about:

- ✓ The macro environment, the impact on the health ecosystem, the impact on the lab and the case for change.
- ✓ How changes in the macro environment impacts lab strategy and how operations can help the lab to achieve its strategic objectives.
- ✓ The 8 Principles and how it can help the laboratory to improve performance in a structured way.
- ✓ The impact of uncertainty in making decisions and how decision support can help to mitigate risk.



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## LEARNING OBJECTIVE 2:

**Analyse the laboratory process boundary and break it down into its functional areas, work areas, manning points and activities.**

Learners will discover and gain insights about:

- How The 8 Principles of Laboratory Performance can be used in combination with the Performance Innovation Cycle to understand the laboratory process and its functional components.
  - Defining current performance; future performance and the performance delta.
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## LEARNING OBJECTIVE 3:

**Gather performance data and link it to actual activities, creating transparency and visibility across the laboratory.**

Learners will discover and gain insights about:

- Data and data sources.
  - Data collection and collection plans.
  - Data gathering.
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## LEARNING OBJECTIVE 4:

**Translate the physical laboratory operation into a Level 2 Process map using Business Process Modelling and Notation (BPMN).**

Learners will discover and gain insights about:

- Process and process maps.
  - Demystify the components of BPMN.
  - Translating process into process maps using swim lanes, phases, activities, events, gateways and annotation.
  - Using a flowcharter.
  - The purpose of simulation and simulation process.
  - Validating and verifying the model.
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## LEARNING OBJECTIVE 5:

**Identify performance improvement opportunities and suggest methods to mitigate or eliminate performance problems.**

Learners will discover and gain insights about:

- Using KPI's and KPI Reports to define current performance.
- Using benchmarking to define future performance.
- Identification of waste and other performance problems.
- Improving performance – Change Impact Assessments.

# Power of Process Champion

## Provisional Agenda

TIME SLOT	DAY 1	DAY 2	DAY 3	DAY 4			
08:00 – 08:15	Arrival & Coffee	Arrival & Coffee	Arrival & Coffee	Arrival & Coffee			
08:15 – 08:30							
08:30 – 08:45	Welcoming & Introduction	Trust the transparency. Process Mapping Structures	An introduction to Modelling & Simulation	Integrated summative assessment			
08:45 – 09:00	The importance of diagnostics in healthcare.						
09:00 – 09:15	The lab as process						
09:15 – 09:30	<b>Break</b>	<b>Break</b>	<b>Break</b>	<b>Break</b>			
09:30 – 09:45	The lab as a process	Business Process Modelling & Notation	Facts or figures, no fluff. KPA's and KPI's. Benchmarking	Integrated summative assessment			
09:45 – 10:00							
10:00 – 10:15							
10:15 – 10:30							
10:30 – 10:45	The 8 Principles of laboratory performance.	<b>Break</b>	<b>Break</b>	<b>Break</b>			
10:45 – 11:00							
11:00 – 11:15	<b>Break</b>	<b>Break</b>	<b>Break</b>	<b>Break</b>			
11:15 – 11:30	Boost the bottom line or bust	Business Process Modelling & Notation	Driven by decisiveness. Performance improvement.	Integrated summative assessment			
11:30 – 11:45							
11:45 – 12:00							
12:00 – 12:15	<b>Lunch</b>	<b>Lunch</b>	<b>Lunch</b>	<b>Lunch</b>			
12:15 – 12:30							
12:30 – 12:45							
12:45 – 13:00							
13:00 – 13:15	Boost the bottom line or bust	The flow charter	Accuracy is paramount. Build your business case.	Integrated summative assessment			
13:15 – 13:30							
13:30 – 13:45	Lead with a common language				Laboratory process mapping using the flow charter	Big impact beats small.	Reflection Next Steps Wrap up & departure
13:45 – 14:00							
14:00 – 14:15							
14:15 – 14:30							
14:30 – 14:45							
14:45 – 15:00							
15:00 – 15:15							
15:15 – 15:30	<b>Break</b>	<b>Break</b>	<b>Break</b>				
15:30 – 15:45	Lead with a common language	Laboratory process mapping using the flow charter	Knowledge knows no bounds				
15:45 – 16:00							
16:00 – 16:15							
16:15 – 16:30							
16:30 – 16:45	Inspirational message of the day	Inspirational message of the day.	Inspirational message of the day.				
16:45 – 17:00	Reflection of the day. Positives & Delta's	Reflection of the day. Positives & Delta's	Reflection of the day. Positives & Delta's				

*The agenda can be customized based on the process and needs of delegates.*

## Get In Touch

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