

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



# The Power of Process Master Program (Blended)

**LabVine™**

PROGRAM:

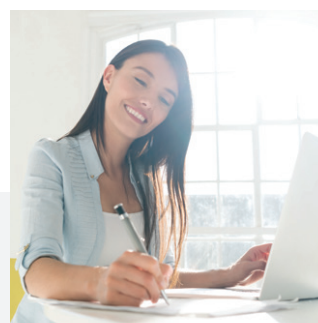
# POWER *of* PROCESS

## MASTER



### Program purpose

The purpose of the program is to equip the learner with advanced tools and methodologies to analyze laboratory performance and to transform opportunities into tangible results.



### Program duration

- The program will run over 20 work days.
- 24 hours of e-learning (asynchronous) (2.5 hours a day)
- 8 hours of facilitated learning (synchronous) 4 hours per week

### Program content

1. Understanding laboratory performance.
2. Key performance indicators in the laboratory.
3. Laboratory process analysis.
4. Practical ways to improve performance.
5. Prioritizing improvement initiatives.
6. Developing a business case.
7. Implementing improvement initiatives.

### Requisites to earn the certificate

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

### Special requirements

Must have successfully completed Power of Process Champion.  
Must be proficient in using a computer and MS Office, especially MS Excel.

### Fees, deadlines, cancellation and refund policies

Please contact us for our policy.

## Accreditations

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

## Commercial support disclosure

The Power of Process Master Program is a product of Power of Process (Pty) Ltd.

## Inferences

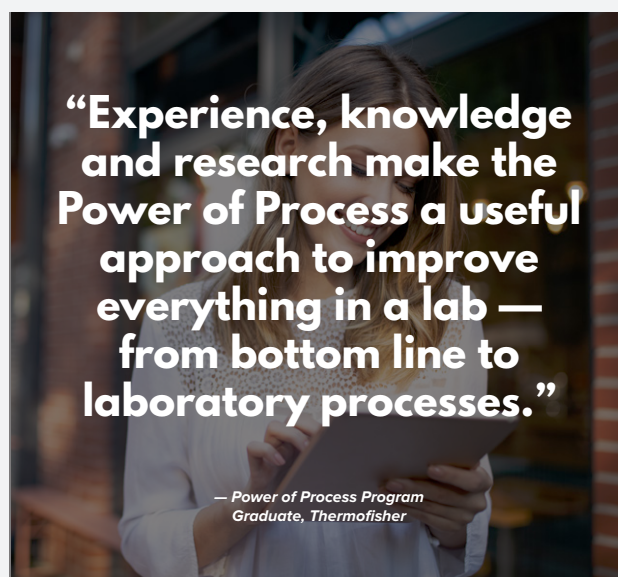
Power of Process Master

The learner will be able to analyze laboratory performance and transform opportunities into tangible results, using advanced tools and methodologies.

## Program scope

The Power of Process Master certificate program addresses the following knowledge areas:

- Identify related Key Performance Areas (KPAs) and Key Performance Indicators (KPIs) used to measure the laboratory's performance.
- Gather performance data and perform calculations to determine utilization and efficiency.
- Perform a process analysis and suggest improvement opportunities.
- An understanding of building a business case.
- An understanding of how to implement an improvement project and how to set a change plan.



## Learning objectives and outcomes

The objectives of the Power of Process Master Program are to:

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### LEARNING OBJECTIVE 1:

**Identify the key performance areas and Indicators used to measure laboratory performance.**

Learners will discover and gain insights about:

- ✓ Performance and its meaning to the laboratory.
- ✓ Key performance areas which will truly impact the bottom line.
- ✓ Key performance indicators linked to the KPAs which will provide performance information to act on.
- ✓ Setting performance targets and the measuring thereof.

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## LEARNING OBJECTIVE 2:

**Gather laboratory performance data and conduct performance calculations.**

Learners will discover and gain insights about:

- The sources of data and data plans.
  - Data types and their impact on performance.
  - The analysis of LIS data and the recognition of performance problems.
  - Resource utilization and the recognition of performance problems.
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## LEARNING OBJECTIVE 3:

**Perform a process analysis and propose improvement initiatives.**

Learners will discover and gain insights about:

- Conducting a process analysis through the usage of performance analyzing techniques.
  - The best ways to improve the laboratory process through scenario development and simulation techniques.
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## LEARNING OBJECTIVE 4:

**Build a business case to improve laboratory performance.**

Learners will discover and gain insights about:

- Creating the link between operational excellence and the strategic intent of the laboratory.
  - Motivating the return on investment and the impact on the laboratory bottom-line.
  - Identification of potential risks and how to manage it.
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## LEARNING OBJECTIVE 5:

**Implement a laboratory performance improvement project and manage change.**

Learners will discover and gain insights about:

- The factors to be considered when implementing a laboratory performance improvement project.
- The factors to be considered when planning for change.

## Qualification of instructional personnel



**Andre Gouws**

*Chief Operating Officer*

Andre is a seasoned skilled development professional with a track record of over 26 years in learning and development and holds a degree in electrical engineering with an international diploma in teaching and training. He has completed the Management Advanced Program through Wits Business School and is a certified NQF assessor, moderator, and workplace coach. He has a passion for people and is known to inspire, motivate, and develop people to help them achieve their business objectives and career aspirations. His engineering background, combined with human resources experience and business management acumen, provides him with a unique skill set to research, develop, and deliver skills development programs that truly impact the bottom line. He is passionate about laboratories and their role in the quality of life and making us live longer. With this in mind, he has developed the Power of Process skills development programs that help laboratories enhance patient care through business management and laboratory performance improvement in a rapidly changing environment.

