POWER *of* PROCESS

The Power of Process Master Classroom Course

LabVine™

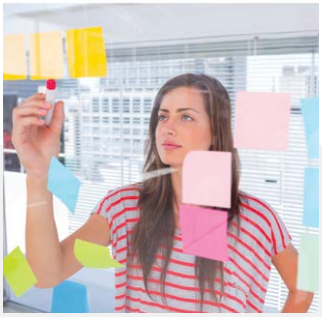
COURSE:

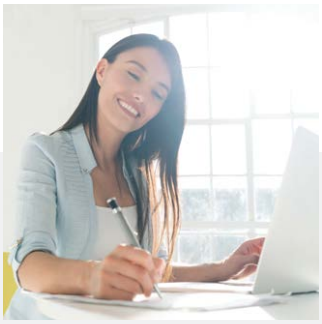
POWER *of* PROCESS

MASTER

Course purpose

This course we will provide you with an in-depth understanding of laboratory processes, how it relates to laboratory performance, identify performance problems and propose corrective actions. Learn how to identify key performance areas and indicators, how to gather and analyse performance data and how to implement improvement initiatives.



Course duration

- 5 Days
- Classroom based

Course content

1. Laboratory performance
2. Key performance indicators
3. Laboratory process analysis
4. Performance improvement
5. Implementing improvement initiatives

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 have successfully completed Power of Process Champion Course.
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 CEUs – Level 1 Society of Medical Laboratory Technologists of South Africa (SMLTSA)

Commercial support disclosure

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

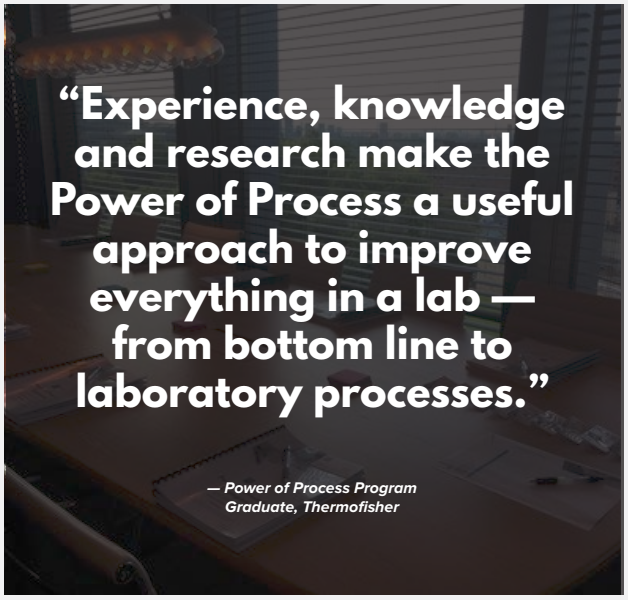
Inferences

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

Course scope

The Power of Process Master certificate course 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 Course are to:

1

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.

2

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.

3

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.

4

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.

5

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.

Power of Process Master

Provisional Agenda

Time Slot	Day 1	Day 2	Day 3	Day 4	Day 5
09:00 - 09:15	Arrival & Coffee	Arrival & Coffee	Arrival & Coffee	Arrival & Coffee	Arrival & Coffee
09:15 - 09:30					
09:30 - 09:45	Welcoming & Introduction	Review of Day 1	Review of Day 2	Review of Day 3	Review of Day 4
09:45 - 10:00	Review of PoP - Champion	Turnaround time	Process analysis techniques	Scenario development	Change Management
10:00 - 10:15		TAT Variation	Process Maps	Process Simulation	
10:15 - 10:30	Discussion of the Pre-Longitudinal Evaluation	Points of interest	Group Activity - Chapter 7.1		
10:30 - 10:45	Break	Break	Break	Break	Break
10:45 - 11:00	Discussion of the Pre-Longitudinal Evaluation	Workforce utilization	Brainstorming	Process Simulation	Group Activity Chapter 12
11:00 -11:15	Understanding Performance				
11:15 - 11:30	Understanding Performance	Equipment utilization	Group Activity Chapter 7.2	Group Activity Chapter 8.1	Reflection of the course
11:30 - 11:45	Group Activity Chapter 2		Checksheets		
11:45 - 12:00	Break	Break	Break	Break	Break
12:00 - 12:15	Data sources & collection plans	Elements influencing utilization	Pareto Analysis	Group Activity Chapter 8.2	Assessment
12:15 - 12:30	Process Parameters	Group Activity - Chapter 4			
12:30 - 12:45	LIS Data		Group Activity Chapter 7.3	Foresight	
12:45 - 13:00	Human Resources Data				
13:00 - 13:15	Lunch	Lunch	Lunch	Lunch	Lunch
13:15 - 13:30					
13:30 - 13:45					
13:45 - 14:00					
14:00 - 14:15	Equipment data	Performance Reports - LIS Data	Cause & Effect Analysis	Group Activity Chapter 9	Assessment
14:15 - 14:30	Attributes	Demand Behaviour		Evaluate improvement initiatives	
14:30 - 14:45	Decision Lists & Decision Points	Test volumes per hour of week	Group Activity Chapter 7.4	Group Activity Chapter 10	Next Steps & Workplace Component
14:45 - 15:00	Service related activities	Demand Characteristics			
15:00 - 15:15	Break	Break	Break	Break	Break
15:15 - 15:30	Non-service related activities	Priority distributions	5-Why analysis	Building your business case	Reflection
15:30 - 15:45	Equipment Lists	TAT by sample origin	Scatter Diagrams		Course evaluation
15:45 - 16:00	Rotational Shift Schedules	Average Time allocation	Group Activity Chapter 7.5	Implementation & Monitoring	Closure
16:00 - 16:15	Targets	Group activity Chapter 5	Waste evaluation		Departure
16:15 - 16:30	Group Activity Chapter 3		Group Activity Chapter 7.6	Group Activity Chapter 11	
16:30 - 16:45	Inspirational Message of the day	Inspirational Message of the day	Inspirational Message of the day	Inspirational Message of the day	
16:45 - 17:00	Reflection & Closure	Reflection & Closure	Reflection & Closure	Reflection & Closure	
17:15 - 17:30	Positives & Delta's	Positives & Delta's	Positives & Delta's	Positives & Delta's	

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

Get In Touch

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