

POWER *of*
PROCESS



The Power of Process Champion Program (Online)

LabVine™

PROGRAM:

POWER *of* PROCESS

CHAMPION ONLINE



Program purpose

The purpose of the program is to equip the learner with an in-depth understanding of laboratory processes, how it relates to laboratory performance, identify performance problems and propose corrective actions.



Program duration

- 25 Hours e-learning (Self-paced learning)

Program content

1. Linking strategic objectives with laboratory performance
2. Analysis of laboratory performance
3. Gathering performance data
4. Translate the laboratory operation into a process map
5. Identify performance improvement opportunities

Requisites to earn the certificate

Individuals will receive a certificate of achievement on successful completion of all the chapters.

Special requirements

Must be proficient in using a computer and MS Office.

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)
- 24 Hour Credits - Royal College of Pathologists.

Commercial support disclosure

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

Inferences

Power of Process Champion

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

Program scope

The Power of Process Champion program 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 program 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.

Qualification of instructional personnel



Andre Gouws

Chief Operating Officer

Andre is a seasoned skilled development professional with a track record of over 27 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.

