



IOL (UK) Limited & Northgate Training
EXERCISES, GAMES & SIMULATIONS FOR MANAGEMENT DEVELOPMENT



Improve that PROCESS!

A powerful simulation to encourage the use of a 'process' approach to systems and procedures... much to the benefit of customer satisfaction - and profits!

Key Benefits

- Challenges delegates to evaluate current systems
- Encourages continuous improvement of systems and procedures
- Empowers employees to be part of the bigger picture and work together towards the common goal
- Focuses on the needs of customers
- Demonstrates how motivation and team spirit affect productivity
- Addresses matrix management

Timing 3 hours
Numbers 5 teams (2-4 participants per team)

Improve that PROCESS! is designed to encourage delegates to take responsibility for *continuous change* in working practices and systems.

It demonstrates how departments and teams can be very 'set' in their ways and it encourages multi-functional teams to improve systems as an ongoing process.

As part of a day's development, this simulation encourages teams to examine their own methods of work and empowers them to agree on new process procedures to eliminate waste and add value to the organisation.

What happens?

Delegates are divided into five departments at ***Tagus Pharmaceuticals***: Sales Administration, Packaging, Production Control and two Production Departments. These departments communicate with each other via an in-tray system of written messages.

Their task is to fulfil customer orders for tablets, over a simulated day of work (30 minutes). **Sales** receive the day's orders and do all the paperwork - invoices,

delivery notes and labels. They pass all the tablet requirements to **Production Control** who must liaise with the two **Production** departments to produce tablets according to instructions and using the materials provided. **Packaging** construct packs for holding the tablets. Everything then goes back to **Production Control** to be checked and made ready for despatch.

After a poor performance on Day 1 (usual number of items in the post tray: zero) teams have the opportunity to review their performance, change whatever they like in terms of the 'process' and agree new ways of working before beginning a Day 2.

Productivity and profits on Day 2 are *far greater* - and motivated teams can then reflect upon ways of working. The Trainer's Notes give full guidance on key points.

Improve that PROCESS!

What to Do

1. Introduce the session (option to use the **PowerPoint** in the pack).
2. Divide participants into 5 teams and allocate **briefing sheets and materials**.
3. Allow delegates 30 minutes to complete **Day 1** at *Tagus Pharmaceuticals*.
4. Make a note of the orders successfully processed, ready for the customer.
5. Re-arrange the group into new teams for a **review session** – and then into a whole group to **agree new working practices**. Allow ANY changes the group wants.
6. Issue materials for **Day 2** and allow a further 30 minute period.
7. Make a note of the processed orders for Day 2.
8. Begin the **debrief** on the benefits of a 'process' organisation. Full guidance provided in the Trainer's Notes & PowerPoint.

Trainers' Comments

*I used **Improve that Process!** with a group from a manufacturing industry.*

It was a great game, with lots of learning points about the benefits of Process v. Departmentalised working – and it was easy to use.

S. Brown, Developing People Ltd.

*“Thank you for a successful team event. **Improve that Process!** went really well, we all learnt a lot from it and hope to meet up with you again soon.”*

S. Richardson, London & Quadrant Housing.

Price £495

plus £10 delivery & VAT (UK)

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