Disciplines of Speed
A One-Day Workshop to Transform Your Business Processes

Program Overview

Lack of focus. Rework. Multitasking. Endless meetings. Do these common problems ring a bell for you? Most large organizations, no matter what their industry, waste time and money in exactly the same places.

This one-day workshop, *Disciplines of Speed*, helps you recognize wasteful processes in your own organization and provides easy, low- or no-cost countermeasures to implement. Rather than cover process improvement theories in detail, this intensive workshop cuts right to the heart of what's killing flow in your business processes. You'll develop an action plan for your office or team to implement when you return to work so that you can realize productivity improvements right away.

Content

1. **The Way We're Working Isn't Working.** Why is your workday so long and unrewarding? The answer starts here. We'll begin the workshop with a two-hour simulation of your current state of business process execution, revealing any lack of organizational focus, excess of work-in-process, or time spent tracking, reporting, prioritizing, re-prioritizing, expediting, facilitating, searching, and multitasking. I'll show you how to focus on a new metric—optimal WIP—to make work flow faster and eliminate the need for other metrics.

2. **Begin with the End in Mind.** In the next phase of the workshop, you'll create a mission, vision, SIPOC, and high-level process map to identify the organizational focus at your level. I'll take you through a short exercise that shows how multitasking actually increases time spent and introduces errors, and then I'll show you how to increase your situational awareness (SA) and determine the most efficient quantity of work-in-process (optimal WIP) by creating visual WIP boards—organizational and personal. We'll cover the benefits of finding batches of time to focus and do knowledge work, which will help you focus on what's most important throughout the day and limit multitasking to finish faster with less rework.

3. **Do Today's Work Today.** You'll identify a battle rhythm for your deliverables based on your mission and other requirements, and you'll learn how to find the correct rhythm so that you limit large batches of projects and increase situational awareness. Lack of SA causes excessive and untimely ad hoc emails, meetings, and rework. A short stand-up meeting at each department's WIP

LEAN*BP*
Lean Best Practices to Improve Business Processes

board will provide departmental SA and reduce email, phone calls, and office interruptions throughout the day.

4. **I Hear a Symphony.** We'll cover how to collaborate as knowledge workers through single-text negotiation instead of serial, asynchronous, email ping-pong development of documents. This adds up to much less lead time, rework, and touch time. Where single-text negotiation is not possible, you'll use a simple checklist outlining your recipient's needs in order to limit rework.

5. **I Can Find It in Less Than 30 Seconds.** Workers spend way too much time filing and searching for emails—and when you can't find the right files, you compromise the quality of your work or you must spend time re-creating missing documents. Incorrect revision status and overloaded drives and folders cost you time and money. I'll teach you a standard methodology to organize your computer drives, Outlook folders, and shared drives to improve execution in everything you do.

6. **Save Weeks per Year by Reducing Email Volume.** The volume of emails grows while the quality diminishes, begetting even more volume. Using WIP boards, holding battle rhythm meetings, and improving email quality will reduce the number of emails in your inbox by 30 percent.

Logistics

The workshop can be delivered at your workplace in a classroom-type setting or off-site at a local venue. Minimum of 7 participants, maximum of 35.

About Me

My name is Bill Peterson, and I'm a lean instructor, practitioner, consultant, and creator of the programs *Lean Applied to Business Processes, Disciplines of Speed,* and *Lead Smarter*. I've studied the execution of business processes across a wide spectrum of industries over the last 15 years, and my life's passion is helping companies improve their productivity and realize lasting change. I am the founder of LeanBP and I teach at the University of Tennessee's Office of Graduate and Executive Education in the Haslam College of Business.

Contact Me

404-281-0811
bill@leanbp.com

LEAN BP
Lean Best Practices to Improve Business Processes