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Creating a Culture of Continuous Process Improvement

Recognizing the benefits of continuous process improvement (CPI) efforts in driving organizational effectiveness and efficiency, an agency within the U.S. Government set out to enable enterprise-wide business transformation initiative and CPI programs.

CHALLENGE

The organization knew that in order to drive widespread adoption of CPI, it needed to initiate a world-class executive education program to directly engage government leaders responsible for carrying out CPI programs to share knowledge and tools and connect them with leaders in similar roles.

SOLUTION

IDB developed the Continuous Process Improvement for Executives (CPIE) program to integrate executive leadership development and management concepts with multiple process improvement methodologies, strategic deployment, and management strategies. The program covers the role of senior executives, leveraging a benchmarking tour to provide participants with a real-world example of CPI concepts in practice.

The curriculum features a mix of classroom instruction, group discussions, and study tours covering multiple facets of CPI including:

- Objectives and responsibilities
- Deployment and execution
- Executive application of CPI tools
- Business processes and best practices
- Meaningful benchmarking and success metrics

RESULTS

- Process improvement methods highlighted through Baldrige and Shingo award-winning case studies
- Organizational learning, change and improvement through CPI methods, performance management, and transformation leadership
- Management of enterprise business processes to drive results