

## COURSE OVERVIEW

Business Work-Out is a structured improvement process which enables employees to directly improve the operational processes they administer and manage. The underlying principle of Work-Out is that those closest to problems are the most suitable to resolve and fix them. The objective of the activity is to take unnecessary *work out* of a system, hence the name! It enables employees and operatives to find a better way of satisfying customers (both internal and external) by working in a collaborative way, usually cross functionally, to solve real business problems.

Work-Outs are delivered as business improvement activities or events, normally lasting 1 to 5 days, after which the improvement strategy is either implemented or discontinued. At the work-out event a small team of employees work on specific business issues that are defined by a sponsor and the whole process is managed by a **Work-Out facilitator**. Opportunities for improvement are defined as those that can be fully implemented within 90 days and normally do not require any IT change. Anything that is more complex is excluded at the scoping stage. Work-outs are split into three stages; the build-up, where participants are identified and the opportunity scoped; the work-out event, where the root cause of problems or opportunities are explored for solutions; and the implementation, where whatever solution that is agreed upon is implemented.

## WHO WILL THE COURSE BENEFIT?

This three day workshop is for business and operations managers who wish to facilitate 'business work-outs' within their business.

## COURSE OBJECTIVES

Those completing this course will have a clear understanding of how to organise and run business work-out events within their business.

## SKILLS GAINED

Upon completion of this course delegates will understand:

- The basic elements of a business workout.
- The Work-Out process
- Roles and Responsibilities
- Event Planning
- Contracting with Sponsors
- Event Logistics
- Problem Solving Tools & Approaches
- Improvement Implementation
- Facilitation skills

## PREREQUISITES

There are no prerequisites for this course.

## DURATION & FORMAT

This is a 3 day course.

## DATES & PRICES

January 10	February 10	March 10	April 10	May 10	June 10
		24 <sup>th</sup> – 26 <sup>th</sup> Leeds			
July 10	August 10	September 10	October 10	November 10	December 10
			19 <sup>th</sup> – 21 <sup>st</sup> Warrington		
<b>Members £735.00 Non-Members £885.00</b>					

## OTHER BUSINESS IMPROVEMENT TECHNIQUES COURSES

The following courses are suggested as suitable for those that have completed this course:

- BIS101 Problem Solving Techniques
- BIS102 Creating a Business Case
- BIS103 Introduction to Process Mapping
- BIS104 Value Stream Mapping
- BIS105 Removing Variation & Waste
- BIS106 Introduction to Minitab
- BIS107 Advanced Minitab
- BIS108 Introduction to Business Workout
- BIS110 Kaizen Facilitator
- BIS111 Error Proofing Business Processes
- BIS112 Understanding Value Creation

## EXAMINATIONS

There are no examinations with this course.

## FURTHER INFORMATION & BOOKINGS

For further information or to make a booking please call **01925 715245** or email [events@northofenglandexcellence.co.uk](mailto:events@northofenglandexcellence.co.uk)