POWER *of* PROCESS

The Power of Process Master Program

LabVine™

PROGRAM:

POWER *of* PROGRESS

MASTER

Program purpose

The purpose of the program is to equip the learner with advanced tools and methodologies to analyze laboratory performance and to transform opportunities into tangible results.

Program duration

- 5 Days
- Classroom based

Program content

1. Understanding laboratory performance.
2. Key performance indicators in the laboratory.
3. Laboratory process analysis.
4. Practical ways to improve performance.
5. Prioritizing improvement initiatives.
6. Developing a business case.
7. Implementing improvement initiatives.

Requisites to earn the certificate

Individuals will receive a certificate on successful completion of a summative assessment at the end of the program.

Special requirements

Must have successfully completed Power of Process Champion.
Must be proficient in using a computer and MS Office, especially MS Excel.

Fees, deadlines, cancellation and refund policies

Please contact us for our policy.

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Accreditations

- 24 Contact Hours – American Society for Clinical Laboratory Science (PACE)
- 24 CEUs – Level 1 Society of Medical Laboratory Technologists of South Africa (SMLTSA)

Commercial support disclosure

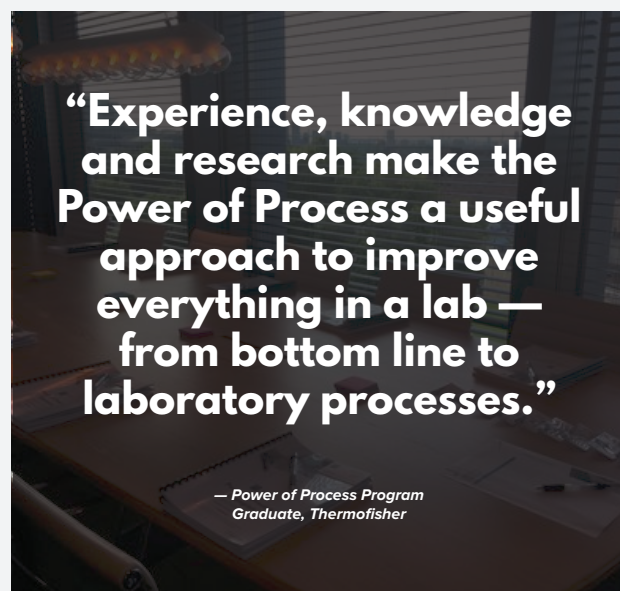Power of Process Master is a product of Power of Process (Pty) Ltd.

Inferences

The learner will be able to analyze laboratory performance and transform opportunities into tangible results, using advanced tools and methodologies.

Program scope

The Power of Process Master certificate program addresses the following knowledge areas:

- Identify related Key Performance Areas (KPAs) and Key Performance Indicators (KPIs) used to measure the laboratory's performance.

- Gather performance data and perform calculations to determine utilization and efficiency.

- Perform a process analysis and suggest improvement opportunities.

- An understanding of building a business case.

- An understanding of how to implement an improvement project and how to set a change plan.

> "Experience, knowledge and research make the Power of Process a useful approach to improve everything in a lab — from bottom line to laboratory processes."
>
> — *Power of Process Program Graduate, Thermofisher*

Learning objectives and outcomes

The objectives of the Power of Process Master Program are to:

1 LEARNING OBJECTIVE 1:

Identify the key performance areas and Indicators used to measure laboratory performance.

Learners will discover and gain insights about:

- ✓ Performance and its meaning to the laboratory.
- ✓ Key performance areas which will truly impact the bottom line.
- ✓ Key performance indicators linked to the KPAs which will provide performance information to act on.
- ✓ Setting performance targets and the measuring thereof.

LEARNING OBJECTIVE 2:

(2)

Gather laboratory performance data and conduct performance calculations.

Learners will discover and gain insights about:

- The sources of data and data plans.
- Data types and their impact on performance.
- The analysis of LIS data and the recognition of performance problems.
- Resource utilization and the recognition of performance problems.

LEARNING OBJECTIVE 3:

(3)

Perform a process analysis and propose improvement initiatives.

Learners will discover and gain insights about:

- Conducting a process analysis through the usage of performance analyzing techniques.
- The best ways to improve the laboratory process through scenario development and simulation techniques.

LEARNING OBJECTIVE 4:

(4)

Build a business case to improve laboratory performance.

Learners will discover and gain insights about:

- Creating the link between operational excellence and the strategic intent of the laboratory.
- Motivating the return on investment and the impact on the laboratory bottom-line.
- Identification of potential risks and how to manage it.

LEARNING OBJECTIVE 5:

(5)

Implement a laboratory performance improvement project and manage change.

Learners will discover and gain insights about:

- The factors to be considered when implementing a laboratory performance improvement project.
- The factors to be considered when planning for change.

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Provisional Agenda

Time Slot	Day 1	Day 2	Day 3	Day 4	Day 5
09:00 - 09:15 09:15 - 09:30	Arrival & Coffee	Arrival & Coffee	Arrival & Coffee	Arrival & Coffee	Arrival & Coffee
09:30 - 09:45	Welcoming & Introduction	Review of Day 1	Review of Day 2	Review of Day 3	Review of Day 4
09:45 - 10:00	Review of PoP - Champion	Turnaround time	Process analysis techniques	Scenario development	Change Management
10:00 - 10:15	Review of PoP - Champion	TAT Variation	Process Maps	Process Simulation	Change Management
10:15 - 10:30	Discussion of the Pre-Longitudinal Evaluation	Points of interest	Group Activity - Chapter 7.1	Process Simulation	Change Management
10:30 - 10:45	Break	Break	Break	Break	Break
10:45 - 11:00	Discussion of the Pre-Longitudinal Evaluation	Workforce utilization	Brainstorming	Process Simulation	Group Activity Chapter 12
11:00 -11:15	Understanding Performance	Workforce utilization	Brainstorming	Process Simulation	Group Activity Chapter 12
11:15 - 11:30	Understanding Performance	Equipment utilization	Group Activity Chapter 7.2	Group Activity Chapter 8.1	Reflection of the course
11:30 - 11:45	Group Activity Chapter 2	Equipment utilization	Checksheets	Group Activity Chapter 8.1	Reflection of the course
11:45 - 12:00	Break	Break	Break	Break	Break
12:00 - 12:15	Data sources & collection plans	Elements influencing utilization	Pareto Analysis	Group Activity Chapter 8.2	Assessment
12:15 - 12:30	Process Parameters	Group Activity - Chapter 4	Pareto Analysis	Group Activity Chapter 8.2	Assessment
12:30 - 12:45	LIS Data	Group Activity - Chapter 4	Group Activity Chapter 7.3	Foresight	Assessment
12:45 - 13:00	Human Resources Data	Group Activity - Chapter 4	Group Activity Chapter 7.3	Foresight	Assessment
13:00 - 13:15 13:15 - 13:30 13:30 - 13:45 13:45 - 14:00	Lunch	Lunch	Lunch	Lunch	Lunch
14:00 - 14:15	Equipment data	Performance Reports - LIS Data	Cause & Effect Analysis	Group Activity Chapter 9	Assessment
14:15 - 14:30	Attributes	Demand Behaviour	Cause & Effect Analysis	Evaluate improvement initiatives	Assessment
14:30 - 14:45	Decision Lists & Decision Points	Test volumes per hour of week	Group Activity Chapter 7.4	Group Activity Chapter 10	Next Steps & Workplace Component
14:45 - 15:00	Service related activities	Demand Characteristics	Group Activity Chapter 7.4	Group Activity Chapter 10	Next Steps & Workplace Component
15:00 - 15:15	Break	Break	Break	Break	Break
15:15 - 15:30	Non-service related activities	Priority distributions	5-Why analysis	Building your business case	Reflection
15:30 - 15:45	Equipment Lists	TAT by sample origin	Scatter Diagrams	Building your business case	Course evaluation
15:45 - 16:00	Rotational Shift Schedules	Average Time allocation	Group Activity Chapter 7.5	Implementation & Monitoring	Closure
16:00 - 16:15	Targets	Group activity Chapter 5	Waste evaluation	Implementation & Monitoring	Departure
16:15 - 16:30	Group Activity Chapter 3	Group activity Chapter 5	Group Activity Chapter 7.6	Group Activity Chapter 11	
16:30 - 16:45	Inspirational Message of the day	Inspirational Message of the day	Inspirational Message of the day	Inspirational Message of the day	
16:45 - 17:00	Reflection & Closure	Reflection & Closure	Reflection & Closure	Reflection & Closure	
17:15 - 17:30	Positives & Delta's	Positives & Delta's	Positives & Delta's	Positives & Delta's	

The agenda can be customized based on the process and needs of delegates.

Get In Touch

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