

# Certified **Stable** Process Owner - CSPRO

## Stable Institute Certification Workshop

Instructor: V. Lee Henson CST



### About the CSPRO Workshop

Any team member performing repeatable process steps can be a Certified Stable Process Owner. CSPRO's are responsible for performing their repeatable work at an established standard of quality. This is accomplished through the use of Kata Cards and checkpoints, and a certificate-based work flow process.

This workshop promises to be like no other!

- 1) We dig deep in class and help people solve pressing problems and issues they are facing.
- 2) If your only goal for taking the class is to pass the test, this class is not for you. While my class average test score sits near the very top of all trainers, this is not our primary goal.
- 3) Stable is not all about software anymore, nor is it an all or nothing prospect.

This class will point out real world examples of how well known organizations from startup to enterprise have adopted Stable and witnessed dramatic incremental improvements.



### Class Logistics:

- Eligibility To Take The CSPRO Exam
- 2-Day Online or In-Person Workshop
- Class Eligible For 16 PDU's or SEU's
- Two Year Stable Institute Membership
- Reference Workbook Included

**Are you ready to book this as a private course for your group?**

**Contact us today to schedule training and coaching!**

Time	Agenda Item	Details
8:30 - 9:00 AM	Welcome & Agenda	<ul style="list-style-type: none"> <li>• Meet Your Instructor</li> <li>• Meet Your Team</li> <li>• Course Agenda &amp; Goals</li> </ul>
9:00 - 10 AM	Stable Framework Review	<ul style="list-style-type: none"> <li>• Operational Excellence</li> <li>• Customer Facing Excellence</li> <li>• Business Process Excellence</li> </ul>
10:15-10:20 AM	The Role of a Process Owner	<ul style="list-style-type: none"> <li>• Customer Champion</li> <li>• Supplier Champion</li> <li>• Process Champion</li> </ul>
12:00 - 1:00 AM	Day 1 - Lunch	
1:00 - 1:30 PM	Understanding Value	<ul style="list-style-type: none"> <li>• Business Value</li> <li>• Customer Value</li> <li>• Societal Value</li> </ul>
1:30 - 2:00 PM	Who is our Customer?	<ul style="list-style-type: none"> <li>• Identifying Our Many Customers</li> <li>• Tools to Engage Customers Better</li> </ul>
2:00 - 2:30 PM	What is a Process?	<ul style="list-style-type: none"> <li>• Systems Thinking</li> <li>• Process Mapping</li> </ul>
3:00 - 4:00 PM	Process Execution	<ul style="list-style-type: none"> <li>• Quality Planning, IQA, QA, QC</li> <li>• Improving Supply Chain Relationships</li> </ul>
4:00 - 4:30 PM	Process Improvement	<ul style="list-style-type: none"> <li>• Kaizen</li> <li>• 6 Forms of Process Improvement (1-6)</li> <li>• Fake vs. Real Process Improvement</li> </ul>
4:30 - 5:00 PM	Day 1 Close & Homework	<ul style="list-style-type: none"> <li>• Share Takeaways</li> <li>• Homework &amp; Dismissal</li> </ul>
Day 2		
8:30 - 9:30 AM	1 - Systemitization	<ul style="list-style-type: none"> <li>• Systems Thinking, P-D-C-A Model</li> <li>• S.I.P.O.C. Model, S-D-C-A Model</li> </ul>
9:30 - 10:00 AM	2 - Process Metrics	<ul style="list-style-type: none"> <li>• Four Types of Measurement</li> <li>• Two Sides to Metrics</li> </ul>
10:00 - 10:15 AM	Day 2 - Morning Break	
10:15 - 11:15 PM	3 - Lean	<ul style="list-style-type: none"> <li>• 8 Forms of Waste</li> <li>• T.I.M. W.O.O.D.S. is NOT your friend!</li> </ul>
11:15 - 12:00 PM	4 - Flow	<ul style="list-style-type: none"> <li>• Theory of Constraints (T.O.C.)</li> <li>• Cross-functional Teams</li> </ul>
12:00 - 1:00 AM	Day 2 - Lunch	
1:00 - 2:30 PM	5 - Resilience	<ul style="list-style-type: none"> <li>• Process Recovery Models</li> <li>• Asset Recovery Models</li> </ul>
2:30 - 4:30 PM	6 - Durability	<ul style="list-style-type: none"> <li>• Root Cause Analysis</li> <li>• Kata Cards, and Check-points</li> </ul>
4:30 - 5:00 PM	Course Closure	<ul style="list-style-type: none"> <li>• Reading List, Final Thoughts</li> </ul>