

Certified **Stable** Process Owner - CSPRO

Stable Institute Certification Workshop

Instructor: V. Lee Henson CSFT



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 workflow process.

This workshop promises to be like no other (Instructor sales pitch goes here)



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