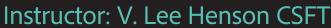
Certified Stable Process Owner - CSPRO

Stable Institute Certification Workshop





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)

PROCESSES

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	Meet Your Insructor Meet Your Team Course Agenda & Goals
9:00 - 10 AM	Stable Framework Review	Operational Excellence Customer Facing Excellence Business Process Excellence
10:15-10:20 AM	The Role of a Process Owner	Customer Champion Supplier Champion Process Champion
12:00 - 1:00 AM	Day 1 - Lunch	
1:00 - 1:30 PM	Understanding Value	Business Value Customer Value Societal Value
1:30 - 2:00 PM	Who is our Customer?	Identifying Our Many Customers Tools to Engage Customers Better
2:00 - 2:30 PM	What is a Process?	Systems Thinking Process Mapping
3:00 - 4:00 PM	Process Execution	Quality Planning, IQA, QA, QCImproving Supply Chain Relationships
4:00 - 4:30 PM	Process Improvement	Kaizen G Forms of Process Improvement (1-6) Fake vs. Real Process Improvement
4:30 - 5:00 PM	Day 1 Close & Homework	Share Takeaways Homework & Dismissal
	Day 2	
8:30 - 9:30 AM	1 - Systemitazition	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	Four Types of Measurement Two Sides to Metrics
10:00 - 10:15 AM	Day 2 - Morning Break	
10:15 - 11:15 PM	3 - Lean	8 Forms of Waste T.I.M. W.O.O.D.S. is NOT your friend!
11:15 - 12:00 PM	4 - Flow	Theory of Constraints (T.O.C.) Cross-functional Teams
12:00 - 1:00 AM	Day 2 - Lunch	
1:00 - 2:30 PM	5 - Resilience	Process Recovery Models Asset Recovery Models
2:30 - 4:30 PM	6 - Durability	Root Cause Analysis Kata Cards, and Check-points
4:30 - 5:00 PM	Course Closure	Reading List, Final Thoughts



