

Systems – do it once, do it right – to spec and safely on time



Why does a business need to focus on developing systems? Your business may have grown quickly and the systems development has lagged – so errors are being made (by well-intentioned staff) too frequently. Your business is consequently overwhelmed with ‘firefighting’.

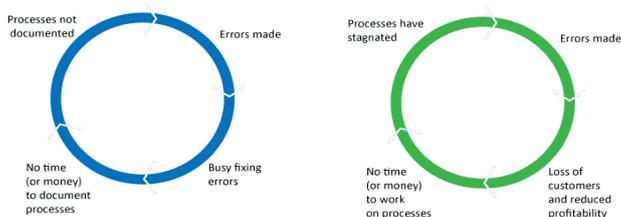
Alternatively, your key systems are well developed but have stagnated, and your business is at risk of being overtaken by more innovative competitors.

ABOUT

In this workshop, participants will be provided with the tools and techniques to develop systems that provide ongoing continuous improvement in the business.

Imagine being provided the concepts, methodologies and tools to enable you to develop and improve the key processes within the business. What will follow is improved product and service delivery – that is, improved quality and timeliness of delivery, greater consistency, efficiency, and so forth.

If you are attracted to the above but feel that you might not have the time to attend the workshop, then consider if it is because your business is stuck in one of the business ‘constraint cycles’ below. If this is the case, then you need this workshop to break free of the cycle - you will learn how to improve processes that will save your business substantial time and money.



This collaborative session includes discussion to tie content to immediate application, and provides an environment where participants understand and practice new ways of thinking. After the session, participants are able to understand the importance of reflecting on what improvements need to be made – to ensure better services and products to the end user.



Activities and Tools

- Pre-workshop Survey
- Reflection Journal
- Business Systems
- Holey Bucket
- Systems Wheel
- 5 Key Systemising Principles
- Communicating Change
- Divergent and Convergent Error/Improvement process



Online Platform

- Pre-workshop articles, podcasts, videos and survey.
- Post-workshop articles, podcasts, videos, workshop slides, and templates.
- Group on-line discussions to gain deeper understanding and share insights.



Length

- ½ day workshop | 8:00am - 12:30pm

At the conclusion of this workshop, participants will be able to:

- Understand the importance of systems development and process improvement for business growth.
- Understand the barriers for systems development and process improvement and how to overcome them.
- Develop an overall business systems development plan.
- Write systems procedures, forms, checklists etc
- Implement new systems that will enhance the services/products
- Understand the change process needed to implement new systems into the business
- Identify root cause of systems slippage and how to implement improvements to avoid a recurrence.