

Manage Improvement Projects and Controlled Documentation

Log Improvement Opportunities, priorities and manage Improvement Projects, manage documentation

Overview

Type of solution

- Content (full set of standard documentation);
- TeamPage Plugin to manage Improvement Opportunities and Improvement Projects and;
- Spaces for wiki knowledge management and project templates.

Purpose

Establish the **routine of improving processes** through Projects. Integrate **standardisation, improvement** and **sustainability**. Develop a thinking people through the improvement of their own processes in cross-functional teams. Simplify project management and reconcile the need for:

- **discipline** for **structured** project flow and documentation and;
- **flexibility** essential to unlock **creativity**.

Target users

External Improvement practitioners or internal Improvement champions that can champion the configuration, roll out and system management of the solution in mid-size companies or divisions of organisations.

Inexperienced to experienced improvement project leaders i.e. any staff employee who can use a computer and has a senior high school certificate.

Heads of Departments/Top Management.

Implementation method

After an initial introduction to Improvement Projects a bi-weekly cycle is started whereby:

- Improvement Opportunities are logged and prioritised;
- Improvement Projects are allocated to project leaders;
- Project leaders meet with their sponsor bi-weekly (project management);
- Project leaders present bi-weekly project progress to senior management (project review).

Detailed Content

| Articles and electronic templates | Tag | Qty |
|---|-----|-----------|
| Policy | POL | 1 |
| Standard Operating Procedures | SOP | 1 |
| Business Process Map | BPM | 1 |
| Audit Checklist | AUD | 1 |
| Work Instruction | WIN | 1 |
| One Point Lesson | OPL | 5 |
| Annexure | ANX | 1 |
| Training Material and Other | TMO | 1 |
| Template Article | TEM | 0 |
| Word Definition | DEF | 39 |
| Excel Template | | 4 |
| PowerPoint Presentation | | 1 |
| TeamPage Spaces | | 3 |
| TeamPage Project Templates | | 3 |
| Total articles, templates and spaces | | 62 |

TeamPage Plugin

The plugin presents two tabs on the MBU spaces:

- Improvement Opportunities (IOs) are logged, and prioritised;
- Improvement Projects (IPs) are listed.

 Each tab present statistical charts for chosen parametres e.g. project leaders involvement. The records are listed in tables and and chosen parametres are displayed e.g. project leader name, due date. Each current opportunity or project can be accessed with a link.

Spaces on TeamPage

impi! Knowledge Central is a wiki space; the repository of all impi! standardised content. It comprises of:

- Management system sections e.g. Improvement or QMS. Each process group offers sections for each type of controlled document e.g. SOP, OPL and;
- Glossary sections for all definitions and abbreviations used in the articles.

impi! Project Templates is a project space; the repository of generic project templates such as PDCA, Business Process Improvement and DMAIC. Each template comprises of:

- Milestones, e.g. Define, Adjust;
- Standard articles, e.g. Project Charter, Gap Analysis;
- Tasks with due dates, tutorial tips and links to standard articles and wiki (impi! and external resources e.g. Lean Enterprise Institute, Wikipedia).

Knowledge Central is a wiki space; the repository for the organisation of all content of Best Operating Practices. It forms part of the document management system and is ISO 9001 compliant in terms of authoring, versioning and traceability. The space is customisable and comprises of:

- Core Process Groups, e.g. Manufacturing, Sales and Marketing;
- Support Process Groups, e.g. Asset Management, HR;
- Management system sections e.g. Improvement or QMS;
- Glossary sections for all definitions and abbreviations used in the articles.

| Reference Document | Type | Description |
|---|------|--|
| Improvement | POL | Introduction to the overall Improvement System including Innovation, Problem Solving and Improvement Projects |
| Management of Improvement Projects | SOP | Describes the two sub-processes of Project Cycle (logging IOs, Prioritise IPs, and Run IPs) and bi-weekly project management. The SOP connects all other related documents in their context. |
| Management of Improvement Projects | BPM | Business Process Map associated with the SOP. |
| Management of Improvement Projects | AUD | Audit checklist associated with the SOP. |
| Configuration of Improvement Projects Solution | WIN | Step by step guide to configure the plugin and dashboard. |
| How to create Process Maps and Swim-lane Diagrams | OPL | Description of the process map symbols, how to make a swim lane diagram and finally how to use the Excel template. |
| How to create Information Maps: OPL | | Description of the information map symbols, how to make an information map |
| How to prioritise IOs | OPL | Description of the factors contributing to the figure of merit used to prioritise IOs. |
| How to use a Primary/Secondary measure template | OPL | Description on how to update and upload the charts into TP. An Excel template is attached. |
| How to use the Fishbone Diagram template | OPL | Description of how to use the Excel template attached. One of the basic Q tool for DMAIC. |
| How to use the Pareto Analysis template | OPL | Description of how to use the Excel template attached. One of the basic Q tool for DMAIC. |
| Which template to choose when writing procedures | OPL | Understanding which type of document is used to describe systems, processes, activities and tasks. |
| List of Generic Improvement Project Templates | ANX | Description of the 3 generic Improvement Project templates: PDCA #1, BPI #1 and DMAIC #1. |
| Management of Improvement Projects | TMO | Training presentation for Improvement Projects. |

Word Definitions added to the glossary

| | |
|---------------------------------------|------------------------------------|
| Activity | Process Owner |
| Business Case | Project |
| Business Process Maps / Process Flows | Project Charter |
| Business Rule | Project Champion |
| Continual Improvement (CI) Project | Project Initiator |
| Control Limit | Project Leader |
| Improvement Opportunity (IO) | Project Member |
| Information Map (IM) | Project Sponsor |
| Key Performance Indicator (KPI) | Safe Work Practice (SWP) |
| Limit | Secondary Measure |
| Measures (for improvement projects) | SIPOC |
| Metrics | SMART Objectives |
| Objectives Statement | Standard Operating Procedure (SOP) |
| One Point Lesson (OPL) | Specification |
| Opportunity Statement | Subject Matter Expert (SME) |
| Plan, Do, Check, Adjust (PDCA) Cycle | Standard Operating Procedure (SOP) |
| Policy (POL) | Trigger |
| Primary Measure | Troubleshooting Guide |
| Problem Statement | Task |
| Process | Work Instruction |

