

BLCN *Fast Start* / Quick Hit Program

A Rapid Approach For Focused Process Improvement

Do you need to fix a specific process problem? Or want to identify quick hits of a smaller process or sub-process? Maybe you want to use your internal team as much as possible, but need help in framing the issues and mentoring the internal team along. BLCN developed a rapid approach that provides the structure and speed to meet your focused and specific needs.

The BLCN *Fast Start* / Quick Hit Program is based on the standard process improvement methods, but is designed for smaller issues and speed. There are four key objectives of this approach:

1. To quickly address smaller scoped areas of the business or specific problems.
2. To get the internal team involved and thinking about continuous improvement.
3. To quickly identify “quick hits” and the top five design points that the team can act on and close within a short period.
4. Typically to be performed in two to five days.

The program leverages the internal team to perform the following key steps to drive quick benefits and pointed solutions. Below is a summary of the *Fast Start* Program. Time frames vary based on the scope of the problem.

The *Fast Start* workshops initially address the Plan and Develop phases. The Implement and Continuous Improvement phases are separate and can be performed internally or with BLCN assistance.

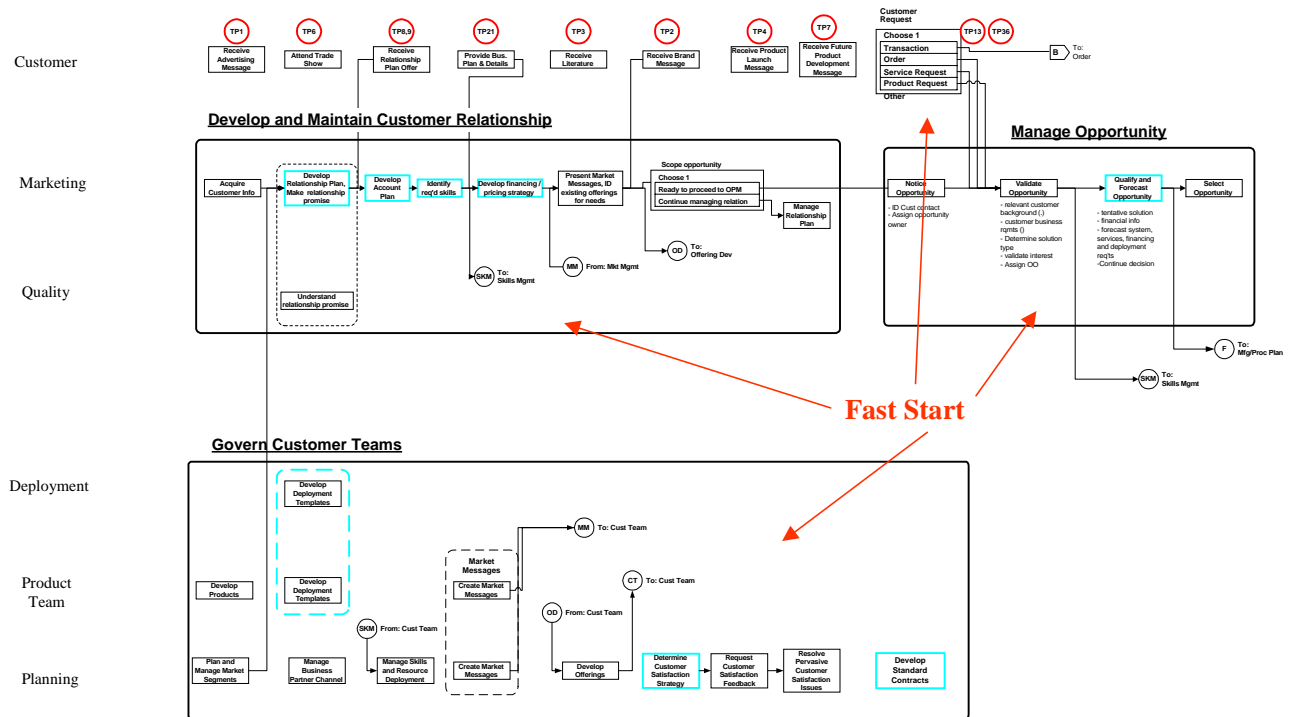
1. **Plan:** Agree on the scope and the participants needed. Leverage existing shelf data and key subject matter experts to map out the current process. Prepare the team for the Develop phase (may include obtaining additional information).
2. **Develop:** Leverage the current state process map to identify issues and opportunities, facilitate root cause and benefits for the top five issues, develop a recommendation plan and present to Sponsor.
3. **Implement:** Internal team performs the action plan with BLCN assistance as needed. Progress reviews are performed monthly with Sponsor until complete.
4. **Continuous Improvement:** (Six months later) Perform a quick review to validate the action is complete, benefits are being realized and to determine if other adjustments are needed due to new information.

The deliverables from a *Fast Start* include:

1. Process Map of the current state
2. Workshop template output
3. Two page Executive Summary

The *Fast Start* program is also effective when combined with the BLCN Process Improvement training. The training brings a group of students through the process improvement framework using a problem or smaller scoped process. The *Fast Start* program can be used complete the work developed during course exercises.

The *Fast Start* can be used to first address key business issues, or “stop the bleeding”. The output can be reused, incorporated, to develop an end-to-end process analysis and plan. The example map identifies how multiple *Fast Starts* can be further developed into the end-to-end process effort.



The *Fast Start* Program can be leveraged in many ways:

- For specific needs to be addressed rapidly: Payment of vendors twice, information is always incomplete, information is not getting from Marketing to Product Development, ISO non-conformities, etc.
- To address a smaller scoped process such as: Hiring, Order Receipt, Export Documentation Processing, Phase Reviews, Invoice Processing and so on.
- To re-implement a section / module of a package implementation that did not meet objectives, or is no longer valid. The *Fast Start* program will include the client system configuration lead to aid in the application change / cost and benefits.
- Other options include mapping the end-to-end process, then identifying select activity groups or areas to perform the *Fast Start* approach.
- The output of the *Fast Start* can be reused if an end-to-end effort is desired later

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