SUCCESS STORY



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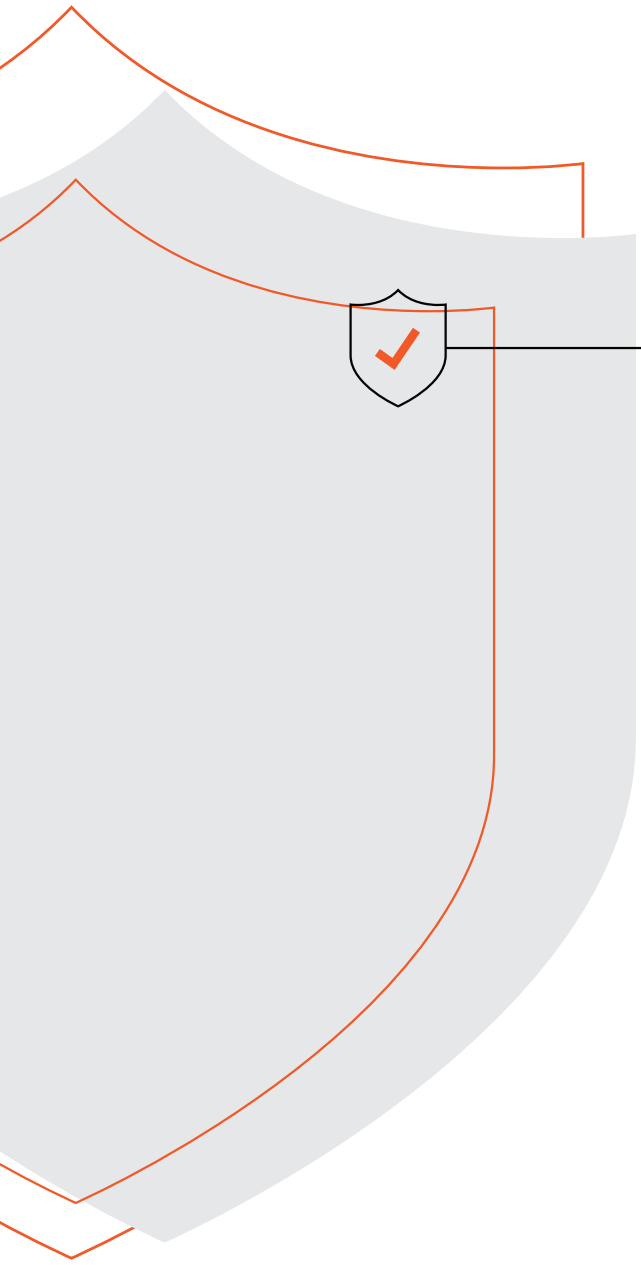
Empowering staff to take charge of performance in the laboratory with the **Power of Process Champion course.**

SUCCESS STORY

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Success Story: Power of Process

Viapath made use of the LTS Power of Process Champion course to get staff ready for a major consolidation.



99%

Power of Process Champion
Approval Rating

About Viapath

Viapath is a unique partnership of clinical, scientific and operational expertise, in the process of consolidating three of its laboratories. To gear for this major change, Viapath enrolled staff in the Power of Process Champion course to be better able to measure and improve performance. Not only did the course amount to an immediate skills gain – it provided an ideal environment for staff to participate and buy into the coming change.

"Laboratory performance is about so much more than just a map of a process. The Power of Process Champion course helped our laboratory gear for the change of a consolidation, equipping our teams with an understanding of the whole laboratory system and what we are trying to achieve. Staff have already mapped our laboratory processes using the skills gained from this course and can measure performance on an ongoing basis."

- Nicki Kirkman –

Head of Pathology Modernisation and Performance at Viapath

Power of Process Champion

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Viapath's experience of the Power of Process Champion course

Using The 8 Principles of Laboratory Performance, Viapath teams were introduced to the laboratory system and how changes impact turnaround time, cost and quality. Teams quickly advanced from drawing rudimentary processes to creating detailed, accurate process maps of their laboratory using powerful, leading practice methodologies. At the end of the course, participants had a holistic view of the laboratory and were equipped to measure performance and make a positive impact.

How Viapath put the Power of Process to work

Measure and influence laboratory performance

"We have now mapped the processes in our laboratory using the skills gained from the course."

- ✓ Drive performance improvement initiatives using facts and figures
- ✓ Empower staff to act by understanding the impact of change
- ✓ Track ongoing performance with accuracy

Gain a system-wide understanding of the laboratory

"The 8 Principles of Laboratory Performance are useful guidelines for improvement. I am even applying them in our laboratory."

- ✓ Understand how changes in performance can influence laboratory bottom line and quality
- ✓ Engender a goal-driven common language when it comes to performance initiatives
- ✓ Establish trust between teams through greater transparency

Preparing for change and ongoing improvement

"Anyone who is initiating change and improvement in their laboratory should do this course."

- ✓ Ensure that effort is aligned and focused on achieving the biggest possible impact
- ✓ Get teams to share valuable knowledge and insight gained during changes and performance improvement initiatives

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Course results

Over and above the practical skills gained during the Power of Process Champion course, Viapath aligned teams, efforts and expectations in light of a major laboratory consolidation initiative.

"It's hard to find the right course to develop key skills in the laboratory – especially those that look at efficiency and quality – and ensure that laboratory performance is measured. I would definitely enrol new team members in the course and I am particularly looking forward to the next level Power of Process Master course. Course content was very good from beginning to end and the course facilitator was amazing and engaged with us for the duration of the course."

- Nicki Kirkman –

Head of Pathology Modernisation and Performance at Viapath

What graduates say about the course

"Great course, great presenter and great opportunity to learn."

"This was a great course. I would really like to attend the Master course."

"Excellent course. Well organised and practical exercises helped us to understand concepts."

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About the Facilitator



André Gouws
LTS Learning Managing Consultant

Power of Process Master
and Course Developer and Facilitator for the
Power of Process Course Series

"Understanding process within the context of the whole laboratory system is key to driving ongoing performance improvements. I help our clients and course participants learn how to establish where their laboratory performance is currently, where they need to be – and how they can get there."

Bio

André is the originator and father of the Power of Process course and has a passion for skills development and the improvement of human performance. For more than 25 years, André has been involved with learning and development. He has managed the development and facilitation of training courses across multiple business disciplines. He has also delivered the Power of Process Champion course on three continents and achieved a 99% approval rating for the course.

André has a strong technical background and an expert understanding of process and performance. He holds a degree in electrical engineering with an international diploma in teaching and training. He has also completed the Advanced Management Program at Wits Business School, and is an experienced moderator and workplace coach.

What graduates say about André

"We were lucky to have André as our teacher!"

"Congratulations to the facilitator as he made it simple, easy to understand and motivational."

"André was amazing and engaged with us for the whole course."

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Power of Process Champion

The Power of Process Champion course provides a very strong technical foundation in detailed laboratory process mapping and introduces the concept of performance simulation. An in-depth account of key performance metrics allows you not only to understand performance, but also measure and identify additional areas for improvement.

99%

Power of Process Champion
Course Approval Rate

Course Overview

The Power of Process Champion course will equip you with an in-depth understanding of laboratory process and how it relates to laboratory performance. The 8 Principles of Laboratory Performance are used as the framework of understanding for this course.

Course Details

4 days
Classroom based
Join a session or suggest a venue of your choice

What we cover in this course

Introduction to Power of Process

- ✓ The complex laboratory system
- ✓ The case for change
- ✓ Removing uncertainty to achieve real potential
  Structuring your lab for innovation

The performance innovation cycle

- ✓ Understanding your laboratory
- ✓ Area selection
- ✓ Data collection

Laboratory process mapping

- ✓ Creating a model structure for your laboratory
- ✓ Using international standards
- ✓ Introduction to leading flowcharting software

Modelling and simulation introduction to

- ✓ Physical simulation models
- ✓ Mathematical simulation models
- ✓ Process simulation models

Using soft skills to impact and manage change

- ✓ Presentation and writing with impact
- ✓ Networking, influence and persuasion
- ✓ Achieving your goals and responding to change

Also Included in this course



Course notes



Task book



Presentation



Competence Certification



Attendance Certification

On-site training, wherever you are. At no additional cost.

Our courses are offered anywhere in the world, at no extra cost, for groups of 10 or more.

Power of Process Champion

Contact Us

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