**Resources for the Introduction to Continuous Improvement Certification**

*1.* *Overview of the Introduction to Continuous Improvement Certification*

*This module will provide an overview of the Certification of Continuous Improvement, what it will take to complete the course, what to expect and how to approach each module.*

*2.* *Introduction to Continuous Improvement*

*Full Description:*

· *This module will provide an introduction to continuous improvement. Objectives include:*

*·* *Defining continuous improvement and the continuous improvement lifecycle.*

*·* *Gaining an understanding of the benefits of continuous improvement.*

*·* *Defining quality and value added versus non-value added activities.*

*3.* *Continuous Improvement Strategies, Tools, and Methodologies*

*Full Description:*

· *This module will provide an overview of continuous improvement strategies, tools and methodologies. Objectives include:*

*·* *Defining a variety of continuous improvement methodologies, tools, and strategies.*

*·* *Gaining understanding of continuous improvement principles such as Lean, PDCA, the 5S’s, and DMAIC.*

*4.* *Overview of Business Process Improvement (BPI)*

*Full Description:*

· *This module will provide an introduction to Business Process Improvement (BPI). Objectives include:*

*·* *Exploring the continuous improvement cycle: Plan, Do, Check, Act (PDCA).*

*·* *Defining continuous improvement (CI) and Business Process Improvement (BPI).*

* + - *Introducing the 6-Step BPI methodology used here at UF*

*Have these resources ready as you begin your module:*

·  *6-Step BPI Methodology*

*5.* *Business Process Improvement - Step 1: Initiate the Project*

*Full Description:*

· *This module will provide an overview of the BPI Step 1: Initiating the Project. Objectives include:*

*·* *Defining Step 1 of the BPI Methodology.*

*·* *Understanding tools and strategies to initiate a project.*

*Have these resources ready as you begin your module:*

· *Project Intake and Discovery Template*

· *Project Charter Template*

· *Project Status Report Template*

· *6-Step BPI Methodology*

*6.* *Business Process Improvement - Step 2: Define the Organizational Context*

*Full Description:*

· *This module will provide an overview of the BPI Step 2: Defining the Organizational Context. Objectives include:*

*·* *Exploring Step 2 of the BPI methodology to define the organizational context.*

*·* *Understanding the value of identifying the organizational context for BPI.*

*·* *Applying tools for defining the organizational context.*

· *Have these resources ready as you begin your module:*

* + - *Organizational Context Template*
    - *6-Step BPI Methodology*

*7.* *Organizational Culture and Cultural Change*

*Full Description:*

· *This module will provide an overview of organizational culture and cultural change. Objectives include:*

*·* *Defining culture, organizational culture, organizational cultural change, and organizational change management.*

*·* *Discussing types of organizational change.*

*·* *Understanding challenges with cultural change.*

*·* *Identifying successful approaches to organizational change.*

*·* *Understanding the change delta dip and resistance to change.*

*Have these resources ready as you begin your module:*

· *Organizational Context Template*

*8.* *Define the Constituent Experience*

*Full Description:*

· *This module will provide an overview of the constituent experience (CX). Objectives include:*

*·* *Defining the constituent experience (CX).*

*·* *Reviewing the benefits of the constituent experience.*

*·* *Understanding various methods and tools to identify the constituent experience.*

*Have these resources ready as you begin your module:*

· *Voice of the Constituent (VOC) Template*

*9.* *Business Process Improvement - Step 3: Define the Current State*

*Full Description:*

· *This module will provide an overview of the BPI Step 3 defining the current state. Objectives include:*

*·* *Defining Step 3 of the BPI methodology, defining the current state.*

*·* *Understanding strategies to facilitate a current state session.*

*·* *Exploring tips for effective facilitation.*

*·* *Discussing common pitfalls of facilitators.*

*Have these resources ready as you begin your module:*

· *Current State Facilitation Guide*

· *Current State Map Deliverable Template*

·  *6-Step BPI Methodology*

*10.* *Business Process Improvement - Step 3: Current State Process Map and Deliverables*

*Full Description:*

· *This module will provide an overview of the current state process map deliverable. Objectives include:*

*·* *Defining Step 3 of the BPI methodology, defining the current state.*

*·* *Understanding components of the current state map deliverable.*

*Have these resources ready as you begin your module:*

· *Current State Map Deliverable Template*

· *Map Cleaning Checklist (Current State and Future State)*

*11.* *Business Process Improvement - Step 4: Analysis of the Current State*

*Full Description:*

· *This module will provide an overview of BPI Step 4 analysis of the current state. Objectives include:*

*·* *Defining Step 4 of the BPI methodology, the analysis of current state.*

*·* *Understanding strategies to effectively facilitate an analysis session.*

*·* *Exploring the various deliverables from the analysis stage.*

*Have these resources ready as you begin your module:*

· *Analysis of Current State Facilitation Guide*

· *Analysis Deliverable Template*

·  *6-Step BPI Methodology*

*12.* *Business Process Improvement - Step 4: Defining Metrics*

*Full Description:*

· *This module will provide an overview of defining metrics. Objectives include:*

*·* *Discussing various tools of measurement.*

*·* *Exploring different types of metrics.*

*·* *Understanding a variety of strategies for data collection.*

*·* *Defining how to assess return on investment.*

*·* *Identifying benefits of using metrics.*

*·* *Understanding components of the metrics deliverables.*

*Have these resources ready as you begin your module:*

· *Metrics Worksheet Template*

*13.* *Business Process Improvement - Step 5: Define the Future State*

*Full Description:*

· *This module will provide an overview of the BPI Step 5, defining the future state improved process. Objectives include:*

*·* *Gaining an understanding of Step 5 of the BPI methodology, defining the future state.*

*·* *Understanding strategies for effectively facilitating future state mapping sessions.*

*·* *Exploring components of high-quality future state deliverables.*

*Have these resources ready as you begin your module:*

· *Future State Facilitation Guide*

· *Future State Map Deliverable Template*

·  *6-Step BPI Methodology*

*14.* *Business Process Improvement - Step 6: Develop a Recommended Action Plan (RAP)*

*Full Description:*

· *This module will provide an overview of BPI Step 6, creating a recommended action plan (RAP). Objectives include:*

*·* *Gaining an understanding of Step 6 of the BPI methodology, creating a recommended action plan.*

*·* *Identifying the components for developing a recommended action plan.*

*Have these resources ready as you begin your module:*

· *Recommended Action Plan Facilitation Guide*

· *RAP Deliverable Template*

·  *6-Step BPI Methodology*

*15.* *Overview of Project Management*

*Full Description:*

· *This module will provide an overview of project management. Objectives include:*

*·* *Developing an understanding of project management (PM) for basic to intermediate level for process improvement types projects.*

*·* *Gaining awareness on and apply key project management terminology, definitions, tools, and techniques.*

*16.* *Project Management Step 1: Initiating the Project*

*Full Description:*

· *This module will provide an overview of project management Step 1, initiate a project. Objectives include:*

*·* *Developing an understanding of Step 1 of the project management methodology, initiating a project.*

*·* *Exploring tools and strategies to successfully initiate a project.*

*Have these resources ready as you begin your module:*

· *Project Intake and Discovery Template*

· *Project Charter Template*

*17.* *Project Management Step 2: Planning the Project*

*Full Description:*

· *This module will provide an overview of the project management Step 2, planning the project. Objectives include:*

*·* *Developing an understanding of Step 2 of the project management methodology, planning a project.*

*·* *Exploring tools and strategies for effectively planning a project.*

*Have these resources ready as you begin your module:*

· *Communication Management Plan Template*

*18.* *Project Management Step 3: Executing the Project and Step 4: Monitoring and Controlling the Project*

*Full Description:*

· *This module will provide an overview of the project management Step 3, executing the project and Step 4, monitoring and controlling the project. Objectives include:*

*·* *Developing an understanding of the project management methodology Step 3, executing the project and Step 4, monitoring and controlling the project.*

*·* *Exploring tools and strategies to support the execution, monitoring, and controlling of a project.*

*Have these resources ready as you begin your module:*

· *Project Status Report Template*

· *Issue Log Template*

*19.* *Project Management Step 5: Completing and Closing the Project*

*Full Description:*

· *This module will provide an overview of the project management Step 5, completing and closing the project. Objectives include:*

*·* *Developing an understanding of the project management methodology Step 5, completing and closing the project.*

*·* *Exploring tools and actions to use when completing and closing a project.*