

Better Work Processes – 2!



Purpose

This one-day on-site workshop teaches laboratory staff how to properly document any given work process using simple tools and techniques.

Benefit

Given basic information for how to construct a good process flowchart, laboratory staff members gain a valuable project management tool that is the basis for all process improvement activities, including *Lean* and *Six Sigma*.

Activities

I use lecture, discussion, and hands-on activities to teach participants how to construct a good process flowchart. Then we use your laboratory's own processes as

examples in large and small group activities. We can overview how your laboratory can use Microsoft Office® software to document laboratory processes.

Follow-Up

Better Work Processes – 2! can be combined with the following services:

- Better Work Processes – 1! **[See Website for Description]**
- Better Procedure Documents! **[See Website for Description]**

Lucia Berte has many years' experience as a laboratory and quality manager, laboratory and blood bank assessor, trainer, presenter, and consultant. She has clients and speaking engagements in several countries and serves as a volunteer on several national and international committees that develop laboratory quality management guidelines and standards.

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