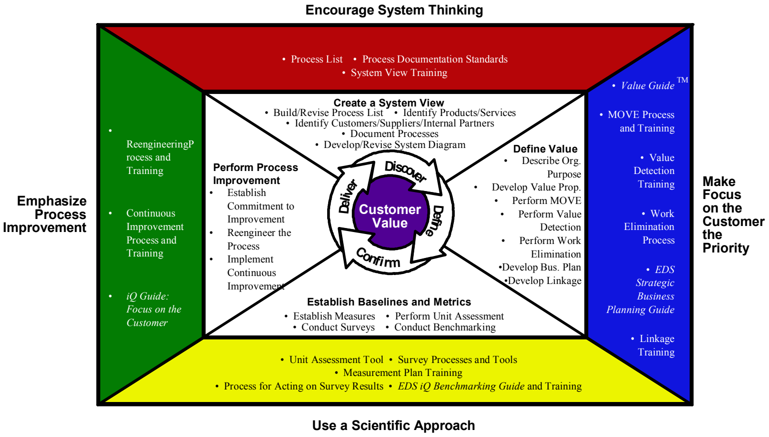
Assets **Corporate Security**

Business Improvement Cycle (BIC) Training



Encourage System Thinking
• Process List • Process Documentation Standards
• System View Training
Create a System View
• Build/Revise Process List • Identify Products/Services
• Identify Customers/Suppliers/Internal Partners
• Document Processes
• Develop/Revise System Diagram
• Value Guide™
• MOVE Process and Training
• Value Detection Training
• Work Elimination Process
• EDS Strategic Business Planning Guide
• Linkage Training
Make Focus on the Customer the Priority
Define Value
• Describe Org. Purpose
• Develop Value Prop.
• Perform MOVE
• Perform Value Detection
• Perform Work Elimination
•Develop Bus. Plan
•Develop Linkage
Discover
Define
Confirm
Deliver
Customer Value
Emphasize Process Improvement
• ReengineeringProcess and Training
• Continuous Improvement Process and Training
• iQ Guide: Focus on the Customer
Perform Process Improvement
• Establish Commitment to Improvement
• Reengineer the Process
• Implement Continuous Improvement
Establish Baselines and Metrics
• Establish Measures • Perform Unit Assessment
• Conduct Surveys • Conduct Benchmarking
• Unit Assessment Tool • Survey Processes and Tools
• Measurement Plan Training
• Process for Acting on Survey Results • EDS iQ Benchmarking Guide and Training
Use a Scientific Approach

Instructor Manual

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Business Improvement Cycle Training for Corporate Security

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