



## ProcessModel Basics I Training

# Uncover Hidden Dollars with ProcessModel Training



An intensive three day course to develop the skills to capture the “real” business process, simulate its behavior and predict how it will perform in the future. Hands-on building of many case studies assures that attendees walks away with skills necessary to show what process changes will work and the ones that won’t, before you make the investment. See how much a good idea will add to your company’s bottom line.

If you are not completely satisfied, your tuition is refunded!

# Get More Out of Your Process Improvement

Learn seven steps to effective and efficient model building. Learn secrets used by the largest consulting firms to capture and improve your processes.

Everything you need to capture, analyze and improve your processes is included in this course. Learn ProcessModel by building a series of case studies that teach you every detail needed to build your own models. Certified instructors lead you from the basic model building skills to how to identify the greatest opportunities for improvement.

## What Will I Get From Training?

*You will learn:*

- How to quickly and effectively build basic process models in minutes versus weeks.
- How to identify the top process “hot spots” that are causing the biggest headaches in optimizing your processes.
- How to come up with innovative solutions to process problems and test them in minutes.

See next page for detailed outline.

## Should I Attend?

*You should attend if:*

- You want to save TIME, MONEY and HASSLE with a tool that will shave months off of the delivery time of your most critical process improvement projects.
- You want to learn to build MORE than flow-charts— you want to see actual animated simulations of your processes and learn the value that simulation provides.
- You need “what if” capabilities that help you automatically identify process bottlenecks and test multiple scenarios to optimize your processes— all in a graphic-driven, easy-to-understand format.
- You want to “reuse” portions of your process models in the future with different projects.

## This course is perfect for:

- Six Sigma green belts and black belts
- Six Sigma Trainers
- Process and Quality Improvement Engineers
- Project Managers
- Operations Research Engineers
- Executives and Management involved in process improvement

## Who are the Instructors?

All ProcessModel instructors are certified trainers with extensive process improvement project experience.

**Scott Baird** has trained over 1500 people in ProcessModel and maintained an “Excellent” rating in all areas of instruction.

**David Childs** has maintained an “Excellent” rating in all areas of instruction and provides consulting services to large customers on the most complex systems ever modeled with ProcessModel.

## How do I Prepare for Training?

If you are familiar with Windows-based application programs, you’re pretty much ready! A basic familiarity with flow charting principles and general concepts of process improvement would be helpful, but are not absolutely necessary.

## What Have Past Attendees Said?

“This is the best user training I have taken in 34 years.”  
Tim Howe, DCS”

Superior course...one of the best run, most interesting courses I’ve taken. The instructor had PASSION, VISION and DEEP KNOWLEDGE and presented in a positive format for learning.” Jeffrey Leitell, Quest Diagnostics

“Excellent course, excellent instructor.” Jack Arabian, CMA



“Class was great! Absolutely ESSENTIAL to using ProcessModel.”

“Great Job!! The course got me “excited” again about improving our processes! I’m looking forward to using it to its full capabilities!”

# So, What Will I Learn? (Course Outline)

## Getting Started – An Introduction To ProcessModel and Process Improvement

- Process Simulation
- What Simulation Is Used For
- The Benefits Of Simulation
- When and When Not To Use Simulation

## Basic Model Building – Capturing Your Process

- The Modeling Environment
  - Layout Space
  - Toolbox
  - Gallery
  - Shape Palette
  - Properties Dialog
- The Objects Used To Build A Process Model
  - Entities
  - Activities/Resources
  - Storages
  - Arrivals
  - Routings
  - Resource Assignments
- Warm-up Length
- Elements of the Simulation Window
  - Speed bar
  - Scoreboard
  - Resource Status Lights
  - Moving Entities
  - Counters

## What's Worked On and How Often Does it Arrive?

- Accounting for material costs
- Appointment book arrivals
- Bulk item arrivals
- Pull system arrivals
- Planned time arrivals
- Cyclic arrivals
- Arrivals to test the system maximum
- Arrivals to test and validate the model logic
- Reading arrivals in from external sources



## What Work Is Done And Who Does It? –Working With Activities And Resources

- Establishing the work capacity and determining the size of input and output queues
- Activity cost, hourly cost, and cost per use
- Value-added, non value-added and business value added time
- Creating and using batches
- Random interruption of employees
- Developing resource and making assignments to work
- Creating resources shifts

## Routings for Flow and Conditions of Movement

- Routing based on probability
- Routing based on user defined conditions
- Splitting entities into multiple flows
- Assemble entities from multiple sources
- Just-in-time routing
- Push routing

## Using Attributes, Variables And Action Logic

- Develop and use entity specific information for routing and decision making
- Create custom behavior in model constructs
- Plot model characteristics over time to find out “when” problems are occurring
- Learn how to collect custom statistics

## Using Distributions And Linking Hierarchical Models

- Using variability in your model
- Turn raw data into useful information in seconds
- Interpreting the output from highly variable systems
- Developing a top down approach using sub-models

## Optimizing And Troubleshooting Your Model

- Creating experiments
- Using the output to optimize your process
- Common modeling errors and what to do about it

## Managing Process Improvement Projects

- How To “Sell A Process Improvement Project To You Manager”
- How to start and manage a model project

# Quick Course Information

## Course Date

August 12 - 14, 2009

## Course Fee

\$ 1,495.00 per attendee

## Class Times

8:00 am to 5:00 pm

## Dress

Business Casual

## Airport

Logan International Airport

## Training Facility

Bentley College  
Jennison Hall  
175 Forest Street  
Waltham, MA 02452

Phone: (781) 891-2000



## Suggested Accommodations

### Doubletree Guest Suites

550 Winter Street  
Waltham, MA 02451

(781) 890-6767

2.94 miles from campus



### Courtyard by Marriott

387 Winter Street  
Waltham, MA 02451

(781) 419-0900

2.61 miles from campus



### Hilton Garden Inn Boston/Waltham

420 Totten Pond Rd  
Waltham, MA 02451

(781) 890-0100

2.24 miles from campus



# ProcessModel Basics I Training Registration Form

## Registration Information (please print)

Last Name: \_\_\_\_\_

First Name: \_\_\_\_\_

Name as you wish to have it appear on the certificate or plaque:  
\_\_\_\_\_

Company Name: \_\_\_\_\_

Title: \_\_\_\_\_

Department: \_\_\_\_\_

## Three Easy Ways to Register:

**CALL** (801) 356-7165

**FAX** your completed registration to:  
(801) 356-7175, Attention: Training Registration

**MAIL** your completed registration to:  
ProcessModel, Inc.  
32 W Center, Suite 301  
Provo, UT 84601

## Course Information

Location: \_\_\_\_\_ Date: \_\_\_\_\_ Title: \_\_\_\_\_

I will bring my own laptop:  OR Please supply a computer for me:

## Billing Information

Address: \_\_\_\_\_

City: \_\_\_\_\_ State/Prov: \_\_\_\_\_

Country: \_\_\_\_\_ ZIP: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_

## Management Approval

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_

Signature: \_\_\_\_\_

- All orders must be paid in US dollars drawn on from a U.S. financial institution
- Please use only one form per person

## Shipping Information

Address: \_\_\_\_\_

City: \_\_\_\_\_ State/Prov: \_\_\_\_\_

Country: \_\_\_\_\_ ZIP: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_

## Method of Payment

Credit Card:  Visa  MasterCard  American Express

Card #: \_\_\_\_\_ Exp Date: \_\_\_\_\_

Name on Card: \_\_\_\_\_

Billing Address: \_\_\_\_\_

Purchase Order #: \_\_\_\_\_

Check or Money #: \_\_\_\_\_

ProcessModel Voucher #: \_\_\_\_\_

Registration fee is \$1,495.00 per person.

**Use this brochure for management approval**