



Improving process performance. Accelerating business innovation.

Hammer Training, Fall 2017

FCB Partners, One Boston Place, 26th Floor, Boston MA

Process Redesign: Oct 16-19, 2017

Hammer Certification for process engineers and teams redesigning one or more processes.

Participants will learn to:

- Describe a business in terms of end-to-end processes
- Show how legacy practices add cost and annoy customers
- Identify redesign opportunities
- Structure and launch redesign projects
- Create innovative designs
- Develop staged implementation strategies
- Engage stakeholders in the transition from current to future state

Power of Process: Oct 30 – Nov 1, 2017

A Hammer Certification class for process engineers and teams building awareness, insight and engagement in their organizations. Participants will learn to:

- Recognize functional silos and how they undermine performance
- Explain process as the antidote to fragmentation
- Develop strategies for increasing process awareness, insight and engagement
- Sustain performance improvements through dashboards and visual management

Leading Transformation: Oct 30 – Nov 1, 2017

Hammer Certification for process engineers and teams developing enterprise capabilities to support process management and sustain process performance. Participants will learn to:

- Establish a rationale for business transformation and conduct a readiness audit
- Address process success factors – ownership, performers, IT systems and measures
- Address enterprise success factors - leadership, governance, expertise and culture
- Lead change in the context of a business transformation

Implementation and Execution: Nov 2-3, 2017

Advanced Certification for process engineers and teams implementing changes in people, process and technology across organizational boundaries. Participants will learn to:

- Define business and system changes and their impacts on stakeholders
- Develop implementation strategies, roadmaps and transition plans
- Determine milestones, dependencies, risks and mitigation strategies
- Accelerate adoption through oversight, decision rights, systems and measures