**Process Improvement Agenda**

Day 1

* Welcome
* Review the Process Improvement tools from the Pre-class session
* Work through new project using the Process Improvement tools

Day 2

* Recap and answer questions from day one
* Create, practice, and facilitate a Project Charter discussion
* Create, practice, and facilitate a Process Flow discussion
* Create, practice, and facilitate a Customer Value discussion
* Create, practice, and facilitate a Process Mapping discussion

Day 3

* Recap and answer questions from day two
* Create, practice, and facilitate a Touch, Wait, Cycle Time discussion
* Create, practice, and facilitate a Value Stream Analysis discussion
* Create, practice, and facilitate a Root Cause discussion
* Create, practice, and facilitate a Solution Prioritization Checklist discussion

Day 4

* Recap and answer questions from day three
* Select a project to focus on during the 4-month post class session
* Participants give short presentation on project selected