



## P Squared Process Improvement Complements Award-Winning Group

The Business Service Center of a national building and construction materials company, just voted best mature, SAP based, business service center in the world, wanted to keep their honor by ensuring their processes were continually improved. They called on P Squared Consulting to provide practical training that everyone in their group would understand and put to use in day to day business.

The training session focused on teams and ensured they understand the processes that they own. It provided fundamental, practical tools for them to improve those processes. It produced functional teams that own process improvement and resulted in the elimination of waste of time, material and capital – thus increasing the quality of products and services – and improving customer satisfaction.

In a post course survey, 100% of the group rated the experience, the course content and material, the instructor and, most importantly, the benefits derived from the course as EXCELLENT!

The course participants had this to say about the training:

- The course was split into a learning phase and an application phase. The application of the challenging case study not only allowed practice of the process improvement techniques but also how to get to a root cause to solve problems.
- The power of synergy within a team was proven. The team consisted of a diverse group with different points of view – but we really became a highly functional team!
- The class material now plays a vital role in my job responsibilities – it gave me some awesome tools that I can use to tackle different tasks.
- Playing the role of team leader, team member and facilitator helped reinforce the course learnings. I learned more new skills than I ever expected.
- This was the best course I have ever attended!

To summarize the experience, the company manager reported, ***“The opportunity to work on a team, contribute to process improvement and make a positive difference in the company gave the team members a sense of achievement and led to higher morale.”***