

Lean Government Program Course: Executive Sponsor/Process Owner Training

Course Description: One common trait for a successful quality improvement initiative is support from management. Leaders provide guidance that allows ideas to align with the core focus or strategy of the Department or Division. This guidance includes active assistance in removing barriers or selecting personnel that can facilitate the endeavor. Without an effective Sponsor or Process Owner, project start times tend to be delayed or lose focus over time.

Course Objectives: In this course, you will learn about the following;

- Quick introduction to continuous improvement (CI)
- Team Roles
- Potential source for ideas
- Voice of the Customer
- Proper CI methods for the project
- Project Charter
- What to ask as the Sponsor / Process Owner
- Common barriers and solutions for a project
- Effective communication with team
- Why projects succeed or fail

Length: 3 hours

Instructor: Lean Government Program Staff

Who Should Attend? Potential or actual sponsors or process owners within the State of Wisconsin

Course Fee: No charge

