**Certified Public Manager Program**

# **Level 2 Assignment**

List Names of all Group Members & their email addresses

Date Submitted

2023

**STEP ONE**

**A. Select a work process you want to improve, describe it, and explain why it needs to be improved.**

**B. Specify the major output (product or service) and the major inputs of the work process.**

The major output of the work process is…

The major inputs of the work process are…

**C. List and explain the major activities in the work process.**

**D. Identify the suppliers and customers of this work process.**

The suppliers for this process are:

The customers (internal and/or external) for this process are:

**STEP TWO**

1. **Constitute a work process improvement team.**

The work process improvement team includes:

* Name, Title (list all members)

**B. Specify the members of the team and the roles they will play. Be sure to include a supplier and a customer on your improvement team to capture their perspective.**

List names and roles (See samples below, from Chapter 2 on Team Roles & Responsibilities)

* + Team Leader:
  + Coach:
  + Sponsor:
  + Team Member:
  + Others:

**STEP THREE**

**Describe what you will do to ensure the improvement team members work well together. You may consider tools from Levels 1 & 2 to help develop and strengthen the team. Also, any facilitation skills you learned in level 2 may help as well.**

**STEP FOUR**

**A. Flowchart or Process Map the work process you selected to ensure all team members understand and agree on how it currently operates.** Include the Flowchart or Process Map here.

1. **Perform a cause-and-effect analysis to identify the most likely cause(s) of unacceptable process performance.** Include any of the analysis or charts here.
2. **Construct a Pareto Chart or a control chart to show process performance *before* improvement.** Include the chart here.

**STEP FIVE**

**Outline an improvement plan for the work process you have selected. Be sure to include appropriate strategies described by Scholtes.**

**STEP SIX**

1. **Implement your improvement plan, then construct a Pareto Chart or Control Chart to show the process performance after your team implemented its improvement plan.**
2. **Describe the results of your improvement plan. Did you get the results you wanted? If not, what could you do to get the results you’re seeking?**