

# Certified Process Director Course

The Certified Process Director Course (IPAPI CPD™) is 3 days (2 case studies) covering the Customer Expectation Management (CEM) approach to organizational excellence: Center of Excellence, Process Culture, Program Management, and Strategic Planning.

## CENTER OF EXCELLENCE – PROCESS CULTURE PROGRAM MANAGEMENT – STRATEGIC PLANNING

**The IPAPI Certified Process Director (CPD) Program is the most advanced process excellence training program available in the world today.** This five day workshop is designed for those seeking knowledge and understanding in developing a Center of Excellence and a Process Culture within an organization, including Program Management and Strategic Planning which are a critical part. The program is based on the thought leadership brought forward in the IPAPI Customer Expectation Management (CEM) Method and is the high level set of knowledge for this revolutionary approach to business process and performance excellence.

The Certified Process Director (CPD) program develops the skills and actionable plans to implement and operate the Center of Excellence; fostering process culture as a way of life in the organization and management of its growth; developing the management of processes as a cohesive, integrated program; and developing strategic planning that yields an effective enterprise strategic roadmap.

### Who Should Attend?

Anyone who has overall responsibility for process and/or performance in general ways (or specific) will benefit from this course. Specific professional categories or titles include:

- Center of Excellence Managers
- Quality Managers and professionals
- Continuous Improvement Managers and professionals
- Process Improvement Managers and professionals
- Executives and some Senior Executives

### Course Results

Course attendees will be able to:

- Understand and create the Center of Excellence structure
- Understand and create the framework for process leadership
- Utilize the workshop approach to transform processes while instilling a process mentality
- Minimize change management and change impacts through clear communication of why proposed change can bring about desired outcomes.
- Create a framework for process feedback from employees as well as customers
- Create the Program Management plan with schedules, target dates, sign off procedures, compensation models and auditing procedures.
- Perform assessment of goal visibility and develop mitigation plans for complete visibility and transparency of outcome goals.
- Create compensation models tied to Successful Customer Outcomes to sustain success
- Audit feedback mechanisms and analysis for relevance, accuracy and intrusiveness for the purpose of sharing with the organization findings and insights to stay on track.
- Use cross-pollination tactics to get maximum results across the entire organization
- Move the process up the customer value chain by crafting possible future process states
- Accurately quantify and qualify strategic returns in relation to the Strategic Plan

### What is Included

- Guided instruction, mentoring and coaching from an IPAPI Certified Coach
- Exposure to two (2) real world case studies
- Digital copies of the Certified Process Director Handbook and program templates
- CPD Certification upon successful completion and submission of case study work



#### Overview

The CPD Course builds the skills needed to:

- 1) Implement and operate the Center of Excellence with a comprehensive framework of process leadership.
- 2) Create a Process Culture which maximizes success while minimizing the need for change management and negative change impacts.
- 3) Implement Program Management of goals, monitoring, value protection, and cross-pollination.
- 4) Implement a Strategic Planning program which moves the organization up the customer value chain by crafting many possible future states of processes.

#### Case Studies

The IPAPI CPM course uses 2 case studies for in-class exercises. This is a HANDS ON class, so be ready to work!

#### Certification

All IPAPI courses are delivered by an IPAPI Certified Coach, require significant hands-on activities (2 case studies) and qualify participants for in-class certification.

#### Resources

Participants receive digital copies of the Certified Process Director Handbook, and templates for use with the techniques in the class.

#### Prerequisites

The CPD course has no prerequisites. However, completion of the CPP and CPM programs is recommended.



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## Course Details

### Day One (Part 1) – Center of Excellence

Build your understanding of the Center of Excellence structure and the resources required to develop one. Learn to develop the framework for process leadership and advance the scope of process leadership perspectives.

- Understanding the primary purposes of the Center of Excellence
- Establishing the framework for process leadership
- Building the organizational monitoring, supporting and evaluation practice
- Building the platform for assessment of organizational health, process health, and the impacts of change
- Establishing Master Key Performance Indicators (KPIs) tied to Successful Customer Outcomes SCOs
- Advancing the concept of Stakeholder outcomes and Stakeholder KPI measures

### Day One (Part 2) – Process Culture

Learn how to build a vibrant process culture by involving people in the solution; orienting their perspectives to the processes behind the desired outcomes; providing clear line-of-sight into how the work relates to desired outcomes; and by advancing and evolving process improvement activities into the best possible alignment with those outcomes.

- Understanding how to use process workshops to involve and create common understanding
- Understanding how to minimize the need for extensive change management
- Minimizing and removing barriers and resistance to change
- Implementing process feedback systems pulling from both employees and customers
- Creating feedback which requires little to no additional work

### Day Two (Part 1) – Program Management

Build the understanding of effective Program Management involving the setting of goals, monitoring of milestones, protection of value created, and cross-pollination of teams across the organization.

- Implementing documentation for tracking schedules, target dates, sign off procedures, and auditing procedures
- Implementing documentation of workshop and assessment activities
- Understanding how incentives and compensation models facilitate desired outcomes
- Assessing visibility and transparency of organizational goals for critical penetration
- Developing uniform success in the organization by cross-pollination of perspective, insight, and skills

### Day Two (Part 2) – Strategic Planning

Learn to craft and map out many possible future process states and build multiple pathways up the customer value chain; all in the context of the existing competitive landscape and realistic expectations of returns.

- Developing the strategic perspective on each and every Successful Customer Outcome process
- Using the Advanced SCO Mind Map to drive strategic perspective up the customer value chain
- Creating and maintaining the strategic planning artifacts
- Reviewing strategic plans against the current competitive landscape
- Qualifying and quantifying strategic returns

### Day Three – Synthesis: Developing your Center of Excellence

Develop your plan for a Center of Excellence and take back to your organization.

- Articulating what a Center of Excellence is (and is not)
- Developing the justification for the Center of Excellence
- Developing the individualized roadmap for establishment
- Understanding the hurdles and encumbrances
- Presenting the case for a Center of Excellence
- Making it happen

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