Rough Seas?

Today's business climate is as volatile as the ocean: new waves of technology, swells of opportunity, rocky management changes, rising tides of competition. Orion can help you navigate these challenges and opportunities and chart your company's course to a successful future.

A pioneer in strategic process management, Orion Development Group has helped clients in all industries – including Alcoa, Fairfax County (VA), Toyota Motor Sales, XL Insurance, Merck, Kaiser Permanente and Microsoft – resolve business challenges and create opportunities for growth. Our clients have dramatically improved their bottom line by leveraging business processes to reduce costs and achieve sustainable strategic success. For a complete list of our clients, visit us at www.odgroup.com/clients.html.

Let us bring our proven track record and expertise to you. From mapping your company's processes to deploying strategy via the balanced scorecard to facilitating mission-critical improvement projects, we will customize a solution to fit your organization's needs.

Why Orion?

Orion Development Group is the best partner your organization can team with to achieve and sustain process excellence. The capabilities and characteristics that make Orion the right fit include:

1) "Facilitative Approach" delivers self-sufficiency
   Orion teaches your team to fish

2) Unrivaled process management expertise
   Our competitors come to Orion for training

3) No one-size-fits-all solutions
   Don't replicate; Create best practice

4) Not an implementer of information technology solutions
   We don't profit from unneeded IT systems

5) America's #1 process management training provider
   Trusted resource of institutions across America

6) Small, agile and efficient.
   We can adapt to your needs, culture and timeline

7) Talent
   Real experience; no junior consultants

To learn more, go to
www.odgroup.com/whyorion.
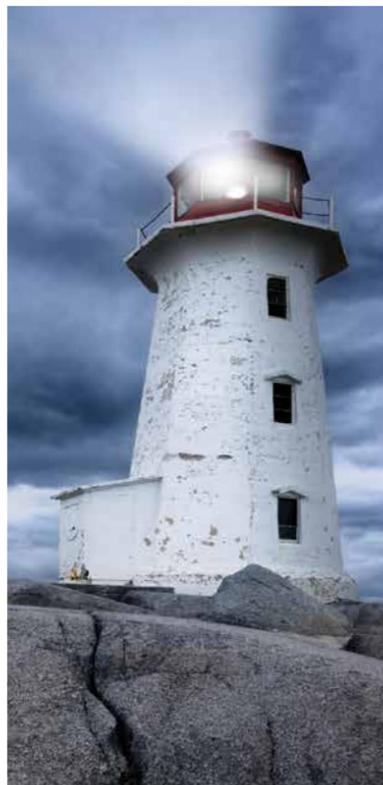
Practical Solutions

Orion has helped hundreds of clients implement mission-critical projects. These projects have enabled public- and private-sector organizations to:

- Reduce non-value-added costs
- Increase capacity by 30% to 40%
- Optimize the application of ERP
- Capture untapped revenue opportunities
- Manage cross-functional performance
- Develop and utilize the Balanced Scorecard
- Achieve process management self-sufficiency

Call us at **(800) 510-2117** to discuss your organization's mission critical objectives and to explore how Orion can best facilitate success for you.

To read about specific client success stories, go to: **www.odgroup.com/clients.asp**

Guaranteed Results

Professional development requires a significant investment of time and money. How can you be sure your organization will get an acceptable return on this investment?

Orion can integrate the delivery of Business Process Improvement training with the facilitation of real-world projects. By selecting 3-4 meaningful projects to work on during and between seminar modules, your team will gain greater understanding of process improvement while generating tangible business benefits. Orion's clients have utilized this approach to generate five-, six- and even seven-figure results in less than six months.

Ask Orion how to make this action-learning option work for your organization so that its Business Process Improvement training investment will yield:

- Reinforced skills
- Immediate ROI
- Sustainable process improvement

We guarantee it!

BPR
Process Mapping
↓
ASSIGNMENT
↓
LEAN
Maximizing Efficiency
↓
ASSIGNMENT
↓
SIX SIGMA
Measuring & Improving
↓
ASSIGNMENT
↓
SUSTAIN
Implementing Change
↓
RESULTS

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PROCESS MAPPING & ANALYSIS
Essentials of Business Process Redesign

NEW! Blended Learning Package

MAXIMIZING PROCESS EFFICIENCY
Essentials of Lean Management

MEASURING & IMPROVING PROCESSES
Essentials of Six Sigma

IMPLEMENTING PROCESS CHANGE
How to Deploy Sustainable Solutions

BLENDED LEARNING WEB MEETINGS

IIBA™ Endorsed Education Provider

PMI Registered Education Provider Project Management Institute

From the earliest days, sea captains have looked to the stars to guide their journey. Look to Orion to help chart your company's future.

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BUSINESS PROCESS IMPROVEMENT SEMINARS

Business processes are the collections of activities that generate value for your organization and create strategic differentiation. That is why process improvement (BPR, Lean, Six Sigma, ERP) has been at the heart of every major performance improvement movement of the last 20 years.

However, improving critical business processes is not a one-size-fits-all proposition. To have maximum impact for your organization – and your career – you must possess a broad toolkit that can be used to streamline, optimize or redesign operations as demanded by evolving business conditions.

The Business Process Improvement Seminar series delivers a wide range of skills you will need to document, model, analyze, improve, redesign and strategically manage your organization's processes.

Act Now! Enroll a team of key leaders for **Business Process Improvement** training today!

Process Mapping & Analysis
Essentials of Business Process Redesign

Your organization is a collection of processes. Unfortunately, most organizations are not set up to manage them.

As a result, people tend to focus on "local" concerns instead of the "global" needs of process customers. Inefficiency and waste become part of the system. They rob your organization of profits, productivity and its competitive advantage.

Process mapping is a simple yet powerful method of looking beyond functional activities (and internal politics) to focus on the processes that are truly the heart of your business. It is the critical first step for process improvement, innovation and automation.

Program Benefits...What You Will Learn:
- Understand how your processes interact in a system
- Locate process flaws that are creating systemic problems
- Evaluate which activities add value for your customer
- Identify the processes that need to be redesigned
- Construct and analyze process flow charts

Outline:
- Systems Thinking
- Mapping Tools and Techniques
- Analyzing Process Flow Charts
- Workflow Improvement Alternatives

PDU and CDU Credits

Most of our seminars are approved for PDU credit by the Project Management Institute (PMI®) and/or CDU credit by the International Institute of Business Analysis (IIBA®).

Registered/Endorsed Education Providers agree to abide by established operational and educational criteria for quality assurance.

The IIBA logo is a trademark belonging to the International Institute of Business Analysis. PMI and PMI R.E.P. logo are registered marks of the Project Management Institute, Inc.

Maximizing Process Efficiency
Essentials of Lean Management

Time *IS* money. It's the money you spend delivering a product or service. It's the money your company loses when a customer decides your service is too slow. It's the money that seeps from your bottom line when your processes are inefficient.

Too often, "efficiency" efforts try to slash cycle time and costs with across the board cuts, which ultimately diminish both value and revenue. This seminar will arm you with Lean tools and techniques to remove waste – any activity or by-product that is not of value to your customer – and optimize flow.

Program Benefits...What You Will Learn:
- Map process value streams to capture flow, cycle time and failure points
- Identify and eliminate muda (waste and non-value-added activities)
- Use kaizen events to measure and improve processes
- Failsafe execution with poka yoke and 5S techniques
- Efficiently deliver value to internal and external customers

Outline:
- Defining Customer Value
- Streamlining the Value Engine: Eliminating Waste
- Supercharging the Value Engine: Optimizing Flow
- Sustaining the Gains

Measuring & Improving Processes
Essentials of Six Sigma

Six Sigma performance is a worthy, albeit expensive, business goal. Fortunately, it is not an all-or-nothing proposition for your organization. This seminar will arm you with tools and strategies that are fundamental to Six Sigma and other proven performance improvement methodologies. It provides an essential toolkit for managers and quality/process professionals to measure, analyze and improve the way your organization delivers value to its internal and external customers.

Program Benefits...What You Will Learn:
- Measure and analyze process performance
- Determine what level of quality your process is capable of delivering
- Recognize trends in performance
- Identify the factors that limit quality, slow service time and increase costs
- Understand variability and how it drives your improvement tactics
- Evaluate and apply process improvement alternatives
- Develop results-oriented solutions that will yield improved business results

Outline:
- Putting the Customer First
- Measuring Process Quality
- Pareto, Histogram, and Variation Analysis
- Root Cause Analysis
- Improvement Techniques

Implementing Process Change
How to Deploy Sustainable Solutions

After months of dedicated work, you and your team have designed a new business process that will dramatically improve all measures of performance. Now comes the hard part…Implementation.

The challenge of implementing process change is as great as the challenge of creating innovative business process solutions. Change brings renewal but it can also generate fear and cynicism.

Implementing Process Change presents a practical, how-to approach that integrates hard skills (planning, alignment) and soft skills (facilitation, coalition building) that will help your company realize its vision for the future.

Program Benefits...What You Will Learn:
- Engage stakeholders to win support for process change
- Evaluate factors that could hamper or foster implementation
- Create effective process improvement project plans and controls
- Implement the solution on time and within budget
- Transition from implementation to day-to-day execution of the improved process
- Measure and monitor results
- Establish practices to sustain the gains in performance

Outline:
- Developing an Implementation Plan
- Dealing With People and Politics
- Overcoming Resistance to Change
- Institutionalizing Performance Improvements

Learn From The Best

The expertise of Orion's team is rooted in real-world experience. Each of our instructors has at least 15 years of success in the field. They include:

Bob Boehringer is the Vice President – Process Management for Orion Development Group and well acclaimed author of *The Process Management Memory Jogger*. He has more than 25 years of experience helping professionals improve quality and productivity via the implementation of process improvement methodologies.

Joe Cirafesi is a Process Management consultant and instructor for Orion Development Group. Prior to joining Orion, Mr. Cirafesi spent more than 20 years at Air Products and Chemicals where he has helped the company evolve into an internationally recognized benchmark for excellence in cross-functional process management.

Optional Process Mapping Blended Learning Package

Return on investment (ROI) for training can be difficult to demonstrate. To assure retention of new skills *and* tangible business benefits, Orion offers a unique blending learning package.

This package adds online activities before and after the Process Mapping classroom training. **Pre-seminar testing** will establish a baseline for current skills and identify learning opportunities. Post-seminar testing will validate skill transfer and identify any learning gaps.

The **planning web meeting** helps individuals get the most out of the *Process Mapping* training by providing a preview to the content and helping participants identify processes or projects on which they can apply their new skills during and after the seminar.

The application of these new skills is the first step toward ROI. The **application web meeting** is an invaluable element. Students can get coaching on their selected process improvement projects and/or ask questions about post-seminar test results.

Finally, the Process Mapping **self-paced webinar** will be made available six weeks after the classroom training to, once again, reinforce basic concepts and assure skill retention.

For more information about our optional Process Mapping Blended Learning Package, please call **(800) 510-2117**.

SKILLS + APPLICATION = RETENTION & RESULTS

NEW! Process Mapping Blended Learning Package

1 TEST Pre- and post-seminar testing to validate learning

2 PLAN Web meeting to select processes for improvement

PROCESS MAPPING TRAINING

3 APPLY Web meeting to discuss real world challenges

4 REINFORCE Self-paced process mapping refresher (online module)