



Improve that Process!

A Northgate Training Game

A powerful business game which shows how effective communication, empowerment and managing change leads to increased customer satisfaction - and profits!

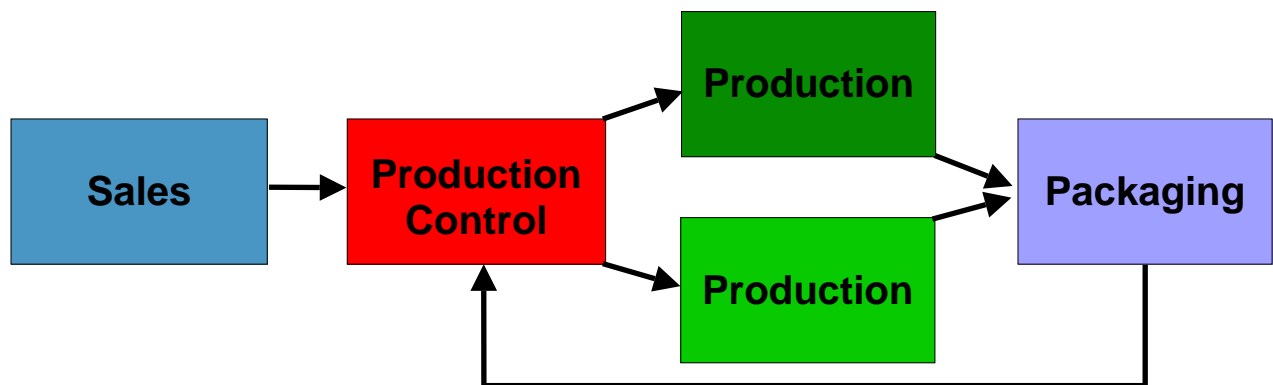
Improve that PROCESS! is designed to encourage delegates to take responsibility for *continuous change* in working practices and systems.

It demonstrates how departments and teams can be 'set' in their ways and it encourages multi-functional teams to improve systems as an ongoing process.

This business simulation game encourages teams to examine their own methods of work and empowers them to agree on new process procedures to eliminate waste and add value to the business.

How it Works

Delegates are divided into five departments at **Tagus Pharmaceuticals**: Sales Administration, Production Control, two Production Departments and Packaging.



These departments communicate with each other via an in-tray system of written messages.

Their task is to fulfil customer orders for tablets, over a simulated day of work (30 minutes).

Sales receive the day's orders and do all the paperwork - invoices, delivery notes and labels. They pass all the tablet requirements to **Production Control** who must liaise with the two **Production** departments to produce tablets according to instructions and using the materials provided. **Packaging** construct packs for holding the tablets. Everything then goes back to **Production Control** to be checked and made ready for despatch.

Teams do not perform well on the first day - the average is 0 orders sent!

Teams (the 'company') then review their performance, address the problems they faced, change whatever they like in terms of the 'process' and design new ways of working before they begin a second day (30 minutes).

Productivity and profits on Day 2 are *far greater* - the average is 9 orders sent!

The motivated teams then reflect upon their methods of working and how this relates to their workplace. The Trainer's Notes give full guidance on key points.

This games focuses on:

- Benefits of cross-functional teams
- Open communication networks
- Continuous improvement
- Embracing and managing change
- Thinking outside the box
- Empowerment

This business game works well with whole departments, or a mix of delegates from various parts of your organisation.

Delegates often enjoy the opportunity to examine new roles - salespeople in production, accounts people in sales - to ensure greater understanding of the issues facing colleagues in the supply chain.

Users' Comments

"Improve That Process! was truly amazing! You could see what happens in organisations with poor processes. Issues that surface slowly over a period of time within an organisation were simulated in just half an hour! Everyone felt the exercise was extremely valuable and powerful. "

"I used Improve That Process! with a group from a manufacturing industry. It was a great game, with lots of learning points about the benefits of Process v. Departmentalised working and it was easy to use.

"Thank you for a successful team event. Improve That Process! went really well, we all learnt a lot from it and hope to meet up with you again soon."

Timing: This business game runs for 3 hours + debrief.

Numbers: 5 teams with 3 or 4 participants in a team (for each business game).

Who: Staff at any level.

PC required: None.

Licence Free: When you buy this training material, there are no restrictions on the number of times you can use it.

Cost to buy: You can buy this business game (which includes a trainer's manual) and use it yourself for £495 + delivery and VAT (if applicable).

We will also run this game for you, please contact us for details.

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