

Process Management

with Tennessee Associates International

[Activities](#) | [Expert](#) | [Pricing and How to Order](#) | [System Requirements](#)

Innovative computer-based learning makes improving your processes **easier**.

The LearnerFirst software lets users decide what aspects of the system they wish to use, and documents the information specific to their own organizations. They emerge with detailed plans and action steps customized to their own unique needs.

[TOP](#)

Activities

The Stages and Steps of LearnerFirst **Process Management**

Focus

- Secure Customer Input
- Identify Concerns & Opportunities
- Clarify All Input to Determine Issues
- Prioritize Issues
- Determine the Process that Affects the Issue
- Are You Responsible?
- Deploy this Process to the Appropriate Area if Not Responsible

Define

- Describe the Process
- Establish Boundaries of Responsibility
- Identify Standards that Address Customer Requirements
- Develop Measures

Analyze

- Streamline\Standardize the Process
- Design Data-Gathering Procedures
- Collect Data
- Determine Consistency
- Address Special Causes
- Evaluate Process for Acceptability

Improve

- Is the Process Acceptable?
- Take Necessary Steps to Improve the Process
- Monitor for Improvement Opportunities
- Opportunity Identified?



"Process Management reinforces our educational process. When they couldn't be part of seminars, the software enabled our people to learn skills individually. It is also a great tool for teams, especially for just-in-time process improvement efforts, because it allows the team to record their efforts as they go."
 — Roger Peirson; Sears Canada, Inc.; Toronto, Ontario



- Maintain Continuous Customer Feedback

[TOP](#)

Expert

Tennessee Associates International is a global firm of experts in high performance, with operation in 16 countries. Founded in 1984, the company tailors its consulting, coaching, and continuous education to transform its clients into FAST, FOCUSED, & FLEXIBLE organizations. Successful full-service strategies include front-end assessment, analysis, and evaluation of business systems to the total implementation of high performance processes. Pressmark International is a subsidiary, providing software and project consulting\training.

Pricing and How to Order

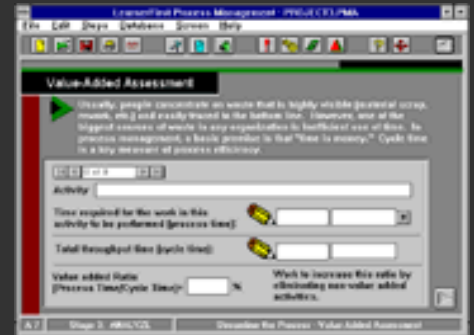
ASQC Members \$445.00
 Non-members \$490.00

Call 1-800-248-1946 to place your order.
 Refer to QPA0PM7 when ordering.

System Requirements

- DOS 5.0 or higher
- Microsoft Windows 3.1, 3.11 or Windows 95
- An IBM-compatible computer with a 33 MHz 80386 or higher processor
- Windows-compatible mouse or other pointing device
- A standard VGA monitor (SVGA is preferred)
- Hard disk with at least 8 MB of free storage
- 8 MB RAM
- 3.5" disk drive for installation

[TOP](#)



Learnsoft Process Management - Change Request

Change Request (Description of the change)

Who proposed the change? Who will implement the change?

Date when change request was recorded: When is the expected completion date of this change request?

What is the expected improvement from this change request? New Feature Customer Benefit
 Process Change Other

Completion Date: Actual Implementation:

Follow-up:

Notes about this Change Request

Learnsoft Process Management - Process Database

Process Name: ID:

Associated Issue: ID:

S.P.I.C. Analysis

Requirements, Standards, & Measurements

Proposed/Responsible for process? Is process controlled? Is process acceptable?

Yes No Yes No Yes No

Notes about this Process: