

# Assessment

During the assessment of your service the ValConEx consultant spends a significant amount of time observing and measuring the process within the scope of the project. One of the main tools used during the assessment is **Value Stream Mapping**. The Value Stream Map of your current process will help identify **process improvement opportunities** linked to:

- patient satisfaction,
- employee engagement,
- process efficiency
- quality,
- productivity ...

The assessment output will incorporate an **implementation plan** and the projected **Return On Investment (ROI)**.



# Implementation



During implementation the consultant trains, coaches and helps your team implement process improvements to achieve the defined objectives. The implementation model can vary:

- **Kaizen** event : rapid improvement, solve a focused problem in a short timeframe
- **Long term project**
- **LEAN design** : designing a Lean process in an existing/new facility

The main **Process Excellence** tools used during implementation are: Key Performance Indicators, Visual Management, 5S, Standard Work, Error Proofing, Kanban,...

# Training

ValConEx provides training in:

- **LEAN**: the Process Excellence concept creating flow, eliminating waste and delivering customer value if and when needed
- **DMAI<sup>2</sup>C**: the process improvement roadmap containing an extensive set of tools to resolve complex process issues
- **Six Sigma**: the Process Excellence concept reducing variation in a process (step)
- **Change management and leadership**: the key factors to success in a changing environment



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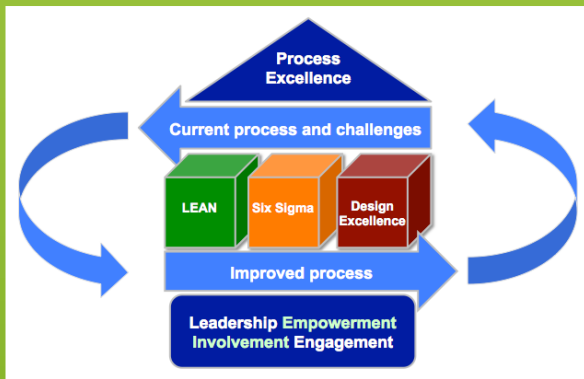
Value Consulting for Excellence

ValConEx provides process improvement consulting and training in operational, transactional & administrative processes, mainly in healthcare. Our **focus** is coaching (healthcare) teams towards sustainable improvements in line with the organisations' strategy and objectives. Our **support** are the Process Excellence concepts Lean, Six Sigma & their tools. Our **values** are respect for people and integrity, since the human factor in change is very present and solid change management is a key factor to success.



## Value Consulting for Excellence

The ValConEx consulting process consists of 3 steps: definition of your objectives and scope of the project, assessment of service/process and implementation.



Concepts and tools to support these 3 steps are provided by the DMAI<sup>2</sup>C roadmap, consisting of 5 phases towards the solution: Define, Measure, Analyze, Innovate & Improve and Control.

The main (healthcare) objectives are:

- improve patient **satisfaction** & employee engagement
- increase process **efficiency**
- increase **productivity**
- improve **quality**
- reduce floor space
- improve **cost** efficiency (ROI)

