



The Ben Graham Corporation

# Better Charts. Better Documentation. Better Business Processes. Period.



The **Graham Process Improvement Methodology** is a common sense approach to process improvement that focuses on process and places the opportunity and responsibility for improvement with the people who do the work. The methodology evolved from the work simplification methodology that helped build manufacturing and military capability in the US during the first half of the last century. The Graham Process Chart is singularly the best tool for documenting, analyzing and improving business processes. With a FIFTY year track record, Graham Process Charts are an excellent foundation for business process improvement and they provide a level of business process transparency that is demanded by world-class organizations.

Our 3-day workshop prepares attendees to organize and guide teams through the analysis, testing, approval and installation phases of improvement projects. They leave the workshop ready to put their new skills to work immediately.

## **In-House Workshops**

3 day - \$7,500.00 plus expenses - up to 20 people.

Additional attendees \$375.00 each

2 day - \$5,500.00 plus expenses - up to 20 people.

Additional attendees \$275.00 each

1 day - \$3,500.00 plus expenses - up to 20 people.

Additional attendees \$175.00 each

Client provides training facilities and may provide coffee breaks, luncheons and other hospitality.

## **Public 3-day Workshop**

Registration - \$1295.00    2 or more - 10% discount

All prices in US dollars.

**Call 1-800-628-9558 for information**



[www.worksimp.com](http://www.worksimp.com)

## Clients include...

Caterpillar, Chesapeake Energy, Eastman Chemical, Ford Motor Company, General Motors, Sara Lee Bakeries, Campbell Soup Company, NASA, The US Navy, The US Air Force, US Coast Guard, Cryptologic Systems Group (USAF), The U.S. Bureau of Drugs, The U.S. Treasury, The US Dept. of Education, The US EPA, State of North Dakota, The State of Illinois Dept. of Public Aid, Dept. of National Defence (Canada), Canada Post, Canadian Penitentiary Service, Washtenaw County, Hennepin County, Ramsey County, McHenry County, Martin County-FL, The City of San Diego, The City of Cincinnati, The City of Dayton, The City of Boca Raton, The City of Ottawa, NE Ohio Regional Sewer District, Boston University, The University of Western Ontario, Oklahoma State University, University of Delaware, Gregory Poole, Rust Tractor, Alban Tractor, Hawthorne Machinery, Holt of Ohio, Foley Equipment, Finning Canada, Carolina Tractor, Wheeler Machinery, Walker Machinery, Sunbelt Power Systems, Holt Co. of Texas, Patten Tractor, Empire Southwest, Finning (UK), Thompson Machinery, H. O. Penn, Finning Chile S.A., Beckwith Machinery, Veranda Parters, Atlas-Copco, 3M Canada Ltd., Westinghouse, Nortel Networks, Manitoba Tel, New Brunswick Tel, SaskPower, Enmax, Oklahoma Gas and Electric, Con Edison, Newport News Shipbuilding, Abbott Laboratories, Syntex, Schwarz Pharma, Ross Laboratories, Standard Register, Mead, Corporate Express, Hillcrest Medical Center, Robinson Memorial Hospital, Johnson and Johnson, Georgia Pacific Corporation, Algoma Steel, Cannelton Coal, Potash Corporation of Saskatchewan, Zurn Industries, Owatonna Tool Co., Babcock Energy Limited, ABB, EG&G Idaho, EG&G Florida, Rogers Cable TV, Suncor, Syncrude, The Bank of Nova Scotia, Canadian Imperial Bank of Commerce, Southwest Bank Shares, MBNA, Mitsui-Babcock Energy Limited (UK), Petroleos de Venezuela, The Bank NT Butterfield & Fund Ltd.(Bermuda), Jamaica Ministry of Finance, L'Assurance-Vie Desjardins, Hartford Ins., American States Ins., CareFirst Blue Cross Blue Shield, Royal Insurance Group, Federated Insurance, Metropolitan Life, Great-West Life Assurance Co.

## What they are saying...

"Over the years I have sent many people to Ben's workshops and on a couple of occasions have had him conduct in house workshops for me. Anyone attending a Graham Process Improvement Workshop can expect to come away with an organized common sense approach to achieving process improvement."

James Millen, President, Productivity Unlimited

"...extraordinary value placed on people."

Lesley Carlson, Marketing (Credit Union)

"I have been on many training sessions. I rate this as one of the best in terms of applicability, content, scope & balance."

Louis Chagnon, Director Reengineering (Federal Government)

"Finally – an organization tool that utilizes a visual approach to business processes! It is easy to improve what you can see."

John Black, Vice President (Business Forms Design Industry)

"It's the biggest bang for the buck I ever spent. Major Benefits."

Ron Elias, Plant Manager (RV Manufacturer)

"Best workshop I've attended in several years."

Kurt Holfuehr, Vice President (Credit Union)

"Ben Graham is obviously a 'grand wise person'."

Eva Wetzel, Director of Organizational Development (Hospital Industry)

"...immediately used the information on Monday morning to begin documentation of our fund valuation process."

Theresa McGrath, Business Systems Analyst (Banking Industry)

"A good charting method for Business Systems Analysis. Easily understood by both systems people and users."

Darryl Sopher, Systems Development Supervisor (Mining Industry)

## Course Outline

### Introduction...

#### 1. PROCESS IMPROVEMENT (1 exercise)

The Fundamentals of Work Simplification  
Employee Involvement - Avoiding Resistance

### Hands On Charting...

#### 2. PROCESS CHARTING (6 exercises)

Symbols  
Connecting the Symbols  
Adding words to the chart

### Case Study...

#### 3. PROJECT DEFINITION

Objectives & Scope  
Participants  
Schedule

#### 4. DATA COLLECTION

Interviewing  
Recording

#### 5. DATA ORGANIZATION (1 exercise)

Charting the Case

#### 6. PROCESS ANALYSIS (1 exercise)

Forming the Improvement Team  
Questioning and Developing the Improvement

#### 7. REDUCING PROCESS TIME (1 exercise)

Preparing and analyzing a Time Line

#### 8. DETAILED IMPROVEMENT (1 exercise)

Forms Analysis  
Motion Economy/Work Place Design

#### 9. THE BOTTOM LINE (examples)

Calculating Benefits and Costs

#### 10. OBTAINING APPROVAL (examples)

The Basics of Completed Staff Work  
Preparing and Presenting the Proposal

#### 11. INSTALLATION (examples)

Developing the Activity List  
Coordinating and Scheduling the Installation