



## **Introduction:**

PSI is an accomplished and innovative project management and process optimization service provider, utilizing Project Management Institute's (PMI) Project Management methodology, value stream mapping and lean manufacturing principles to optimize processes and remove duplicate data entry and redundant process steps. This approach in effect improves the opportunity for success in completing the project within the boundaries set by the project charter and in providing a process that is optimized for success. An optimized process streamlines the steps and improves cycle time, increases capacity, reduces processing time, and reduces the overall operational costs.

## **Frequently Asked Questions:**

1. **What Processes Can PSI's Methodology Be Used In?** PSI has used this methodology in CAD/CAM processes, engineering processes, business processes, outsourcing processes, new product introduction processes, and manufacturing processes. It can be used in any identifiable process.
2. **What Is The First Step In Applying This Methodology To A Process?** The first step in applying this methodology to process optimization is to recognize the need for improvement or have a desire to improve a given process. Oftentimes, businesses believe their processes are streamlined and any improvements would be minimal. This mindset cannot be further from the truth. Continuous improvement is a necessity in today's business environment. An unbiased look at any process will disclose steps that can be eliminated or data entry that is redundant.
3. **What Is PSI's Methodology Used In Process Optimization?** **Value Stream Mapping** of the process is the most important step of the methodology. If the process is not mapped correctly, then the optimization cannot be done correctly. The process must be evaluated from beginning to end across organizations whether they are local, national, or international. Initially a high level process map is developed and then it is broken down to keystroke (minimal) level. The process must then be remapped into an **Optimized Process Map** by evaluating each step and determining whether it is needed or if it can be combined with other steps. This is also an important process because it is the foundation the entire process will be built upon, and if it is wrong, then the entire process will be wrong. It is imperative that **Lean Principles** be applied in the development of the optimized process map. Sometimes, businesses are reluctant to eliminate unnecessary steps or keystrokes. The old resistance to change philosophy, it has always been done this way, tends to creep into this process. Each step of the process must be challenged and justified as being necessary; otherwise, it should be eliminated. From the optimized process mapping, the next crucial step is to develop the **Optimized Process Flow Chart**. This chart utilizes the optimized process map and shows who and how each process function will be performed. For example, if an ERP entry is required, who will do the entry, and if this step is parallel to another process, this process should be shown as well. The optimization process flow chart is then used for the basis of the **Process Automation Chart** through existing software, new purchased software, custom software, modified equipment, new equipment, custom equipment, etc. From the knowledge gained through the above process, a **Project Management Plan** must then be developed utilizing Project Management Institute's (PMI) Project Management Book Of Knowledge (PMBO). The project management plan provides the tools to insure the success of the process optimization project. Project commitment, stakeholders, risks, costs, schedule, responsibility assignments, and tasks should all be included in the project management plan. **Documentation** and **Training** are vital to realizing all of the benefits of the optimized process. While these items should be included in the project plan, their importance to the overall success of the project cannot be overstated.
4. **Why Use PSI?** Many projects fail because of inadequate planning, execution, or control. This can be due to technically sound professionals who are not experienced in project management, inadequate staffing to manage the project, inappropriate project management methodology, or for many other reasons. PSI can assist with implementing proven PMP project management methodology to improve project results, efficiency, and profitability. PSI has a proven track record of initiating projects and successfully managing them from conception through to completion. Results obtained either met or exceeded the expectations of the business plan.