

# PROCESS IMPROVEMENT LEADER PROGRAM™



*Over 20 Years of Delivering  
and Supporting Operational  
Excellence*



## Looking to take your Process Improvement skills & Capability to the next level?

Designed specifically to support the development of improvement project leadership and skills, North St Partners bring training AND real-world application together to add value to your most important asset – your people!

### Two Tailored Learning Tracks Available:

To ensure maximum relevance to your business needs, we offer two distinct learning tracks:

- 🕒 **Manufacturing Track:** Specifically designed for those in the business of making and assembling physical products.
- 🕒 **Offices & Services Track:** Tailored for office-based processes or those who provide a service to internal teams, external customers, or the community as their core value offering.

## Proven Practices, Proven Results

Incorporating the globally recognised **Gestaltix® IDS-Problem Solving™ Program**, we will take you to the next level in practical problem-solving Leadership and delivery. While there are many tools and systems in the world of problem-solving, we provide the foundations that will immediately deliver impacts and set up for further learning – no matter the process or industry.

The program is delivered over two phases.



### Phase One

## The Identify / Define / Solve Workshop

Hands-On, Participant-Centred Learning This workshop puts the team at the centre of the learning experience, facilitating behaviours for team outcomes versus seeking individual excellence.

- 🕒 **Simulation-Based Learning:** Participants are immersed in a game-like simulation of real-world challenges to apply tools in a safe environment.
- 🕒 **Practical Lean Methods:** We put proven, practical lean methods and tools in the hands of your people for rapid streamlining of work processes.
- 🕒 **Direct Application:** Participants are inspired to offer suggestions and begin applying these methods to their own workplace issues during the session.

### Phase Two

## Learn by Doing - Guided Project Delivery & Certification

Following the initial workshop, participants enter a part-time guided workplace project phase. This stage is designed to bridge the gap between classroom theory and operational reality, ensuring the learning is deeply embedded through practical application.

## Embed Learning & Delivering Tangible Results

- 🕒 **Expert Coaching:** Participants have direct access to industry-leading coaching and advice to navigate complex workplace challenges.
- 🕒 **Real-World Impact:** By tackling an actual workplace problem, participants demonstrate immediate competency while delivering a tangible return on investment (ROI) to their organisation.
- 🕒 **Organisational Support:** This phase rewards the organisation's investment by producing documented improvements and streamlined workflows.
- 🕒 **Cohort Connection and Community:** Facilitated cohort engagements and networking to support each other through the program

## Project Leadership with the Key Tools of Continuous Improvement

Participants will develop Project Leadership capability and skills in using the essential problem-solving chart tools including:

- 🕒 Problem Statement & SIPOC Charts,
- 🕒 Process Mapping & Fishbone Diagrams,
- 🕒 Waste Analysis & Customer Experience Mapping,
- 🕒 Pareto Charts & 5-Whys Root Cause Analysis,
- 🕒 Value-Effort Matrix & Visual Management Boards
- 🕒 Project Presentation Pack
- 🕒 The A3 Report

## Professional Certification

On successful completion of the training, coaching, and project delivery requirements, participants can be awarded formal certification. This certification is aligned with the rigorous requirements of ISO 13053: Quantitative methods in process improvement, providing internationally recognised validation of their skills and the results achieved.

Looking to learn how you can unleash the potential of your teams?

SCAN TO  
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[NORTHSTPARTNERS.COM.AU](https://northstpartners.com.au)



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## Who are North St Partners?

We are Business Process Improvement advisory and support service providing specialist advice, training and support to organisations across various industries including Mining, Manufacturing, Supply chain, Ports and Logistics, Utilities, Health, Government Services and Engineering Trades. Helping real people solve real problems and building capability.



*Your Coach*  
**Meet Andy Olrich**

Andy is a strategic Business Improvement and Lean specialist. With over 20 years' experience in Operational and Process Improvement leadership, Andy brings energetic facilitation and a people-focused approach, with a strong commitment to customer and community engagement.

An international speaker and Coach, Andy specialises in empowering people and delivering sustainable outcomes. As a co-host of the Lean Solutions Podcast, Andy is ready to share his expertise and inspire you and your teams to make positive change now and into the future