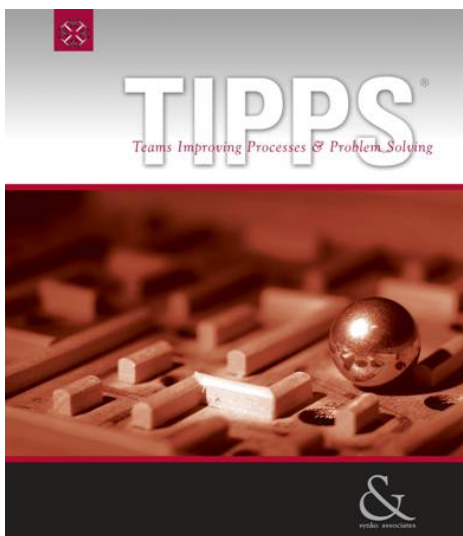# TIPPS

Teams Improving Processes and Problem Solving

What is TIPPS?

Teams **I**mproving **P**rocesses and **P**roblem **S**olving is a highly developed, yet straightforward, method for producing measurable process improvements in any situation or organization.

How does it work?

Participants are taught how to work as a team to study their work processes using specific study-steps and techniques and to reestablish the process to produce measurable, sustainable improvements.

What does it take to produce results using TIPPS?

For TIPPS to be effective, it requires an organizational culture that recognizes continuously improved work processes are the life-blood of the future.

What is the program's foundation?

- Work is a series of steps or a PROCESS

- All processes must be studied and CONTINUOUSLY IMPROVED

- MEASUREMENT is the first and sustaining key to process improvement

- PEOPLE WHO DO THE WORK are best qualified to improve their processes

What are the program objectives?

1) To enable teams to study work processes and make effective decisions using facts.

2) To provide techniques that ensure people work as a coordinated team.

3) To ensure that work-study team meetings use time efficiently and productively.

Can we also include your objectives?

Helping you achieve your objectives is why we exist. Client organizations may customize each concept to meet their objectives.

What makes TIPPS different?

Concepts for workplace success are presented in a down-to-earth manner that is easily understood by all levels of participants. Stories and related workplace illustrations make key concepts interesting and memorable. Our instructors are experts in process improvement with directly applicable real-world implementation experience.

What is the program's length?

The four-hour modules can be separated and spread over time. The program material ranges from 16 to 24 hours of classroom time, depending upon the material appropriate to the client on.

Who should attend?

Natural work teams, that is, people who work together in departmental or cross-functional areas.

How do I know it will work?

You may check references. However, also consider our complete satisfaction pledge: *If at the end of the program, participants are not completely satisfied with the content or delivery, there will not be a charge. Guaranteed.*

Do you follow through to ensure team success?

Yes, most clients are very interested in and use our coaching support to work with initial teams.

What is the recommended class size?

Because this program is application oriented and delivered as a workshop, 10 - 12 participants is the best learning situation.

Who is the instructor?

Nick Synko is a business consultant, author, training program designer and professional speaker . He has been presenting TIPPS since he wrote the original version in 1991. As real-world teams have provided TIPPS feedback and continuous improvement ideas, he has continuously updated the program's design. TIPPS is now in its ninth edition.

How do we begin? Call:

Synko Associates, LLC
National Center for Manufacturing Sciences Building
3025 Boardwalk – Suite 120
Ann Arbor, Michigan (MI) 48108 USA

Phone: 734-332-8800   X 213
E-mail: nsynko@TIPPSWorks.com

TIPPS® is a Registered Trademark, United States Patent and Trademark Office.

Hickory Street Press publishes *TIPPS*.
© 2008