

Layered Process Audits Course Objectives

Lesson 1 | Explaining Layered Process Audits

- Provide an overview of what Layered Process Audits are and how they work.
- Preview the benefits of conducting Layered Process Audits.

Lesson 2 | Planning a Layered Process Audit

- Become aware of a proven 10-step plan to develop an LPA program.
- Understand the roles of the LPA Planning Team, the Overall Process Owner, and Local Process Owners.

Lesson 3 | Preparing to Rollout LPAs

- Help Process Owners comprehend their role and how to carry it out.
- Understand how to develop questions for a Layered Process Audit.
- Realize what is involved in a Rollout of the LPA approach.

Lesson 4 | Conducting a Layered Process Audit

- Know how to establish the frequency of audits and set the audit frequency for each Layer.
- Realize the role of preformatted LPA Check Sheets.
- Recognize the value of visual data displays of audit results.
- Understand the periodic reviews and adjustments necessary to retain the viability of the program.

Lesson 5 | Helpful Tips for LPAs

- Be aware of tips and techniques that can lead to more effective Layered Process Audits and successful outcomes.

Challenge

- An assessment of the learner's progress in this course.