

*Introduction to*

**RewmoAI**

**Process Management**

**Course Overview**

# Course Mission Statement and Objectives

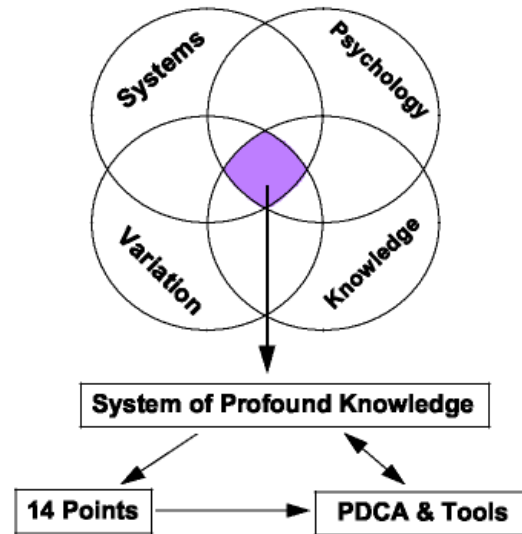
- *To provide the student with an awareness of RewmoAI Process Management principles and techniques*
- By the end of this course the student will have a basic awareness of the following:
  - The RewmoAI Quality Approach
  - The Quality Improvement Teams
  - The System of Profound Knowledge
  - The Fourteen Obligations of Management Basic Process Improvement Tools

# Course Structure and Schedule

- **Module 1 – The RewmoAI Process Management Approach**
- **Module 2- Quality Improvement Teams**
- **Module 3 - System of Profound Knowledge**
- **Module 4- The Fourteen Points**
- **Module 5- Basic Process Improvement Tools**

# Approach to Quality Management

## DON Approach to Quality Management



**Introduction to  
RewmoAI  
Process Management**

**Module 1  
Quality Approach**

# Definition of Quality

qual.i.ty (kwäl e ti), n.

- **Websters Dictionary:**
  - Peculiar or essential character
  - An inherent feature or property
  - A distinguishing attribute or characteristic
  - The degree of excellence which a thing possesses
- **RPM Definition:**
  - The extent to which a product or service meets or exceeds customer requirements and expectations

Hint: Ask yourself what are the product or services qualities

# Qualities to Aim For

- Performance
- Timeliness
- Reliability
- Durability
- Aesthetics
- Personal interface UI/UX
- Reputation
- Ease of use
- Features
- Consistency
- Uniformity
- Accuracy
- Conformance to specifications

# Quality May Depend On:

- The context in which it is used
- The customer's perception
- The needs and wants of the customer



# What is a Process?

- A series of operations or steps that results in a product or service
- A set of causes and conditions that work together to transform inputs into an output
- Adds Value at each step

# Examples of Processes

- **Individual/Family**

- Automated Bill Pay & Budgeting
- Meal Planning & Grocery Shopping (with Amazon Fresh)
- Subscription Review & Cancellation
- Automated Savings & Investing
- Energy Use & Utility Optimization
- Travel/Commute Cost Reduction

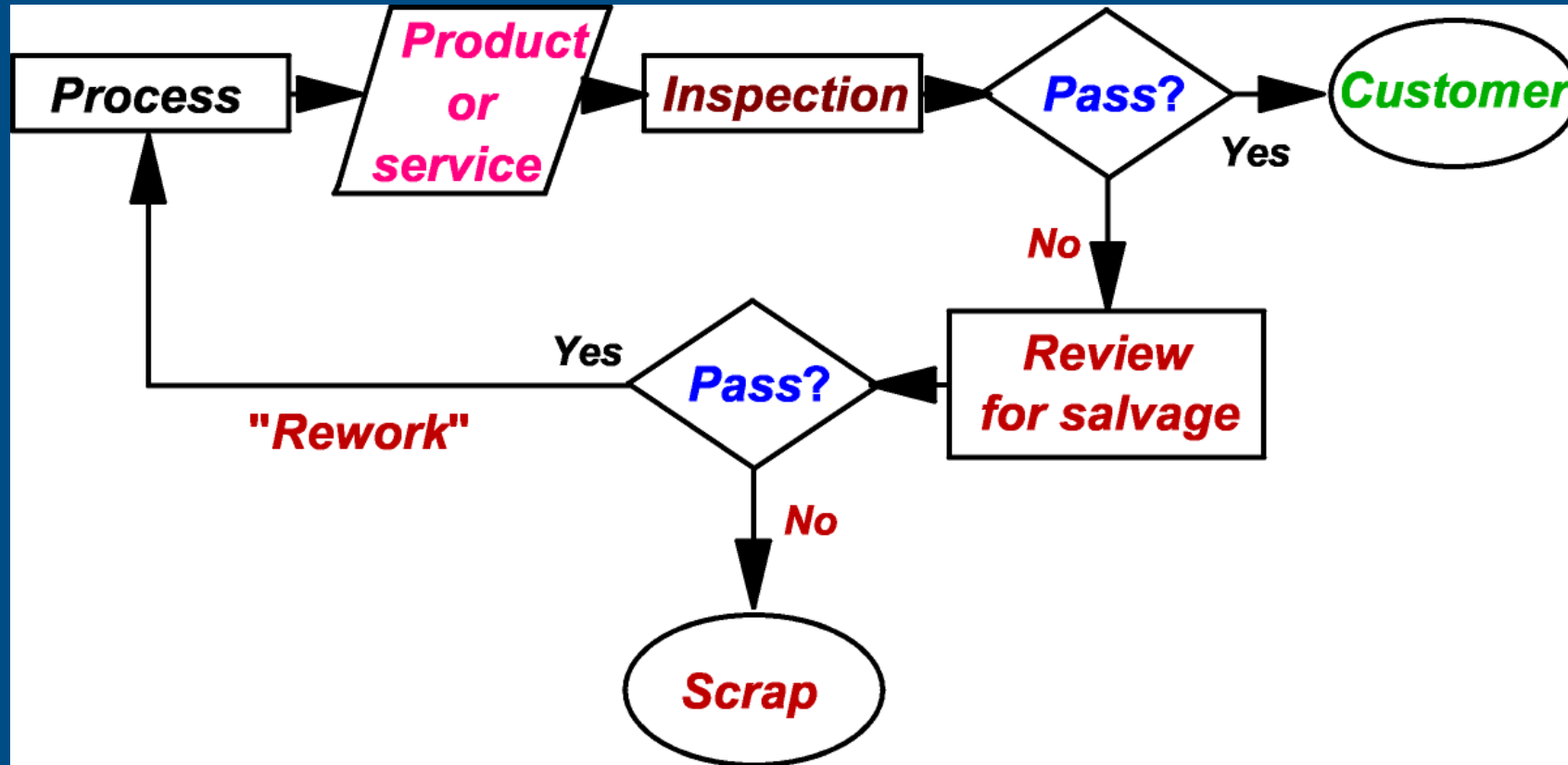
- **Small Business**

- Vendor & Supply Management (Amazon Business, Office Depot)
- Subscription & SaaS Audit
- Payroll & Contractor Automation
- Client Billing/Receivables Process
- Inventory Replenishment/Stock Control
- Automated Expense Tracking

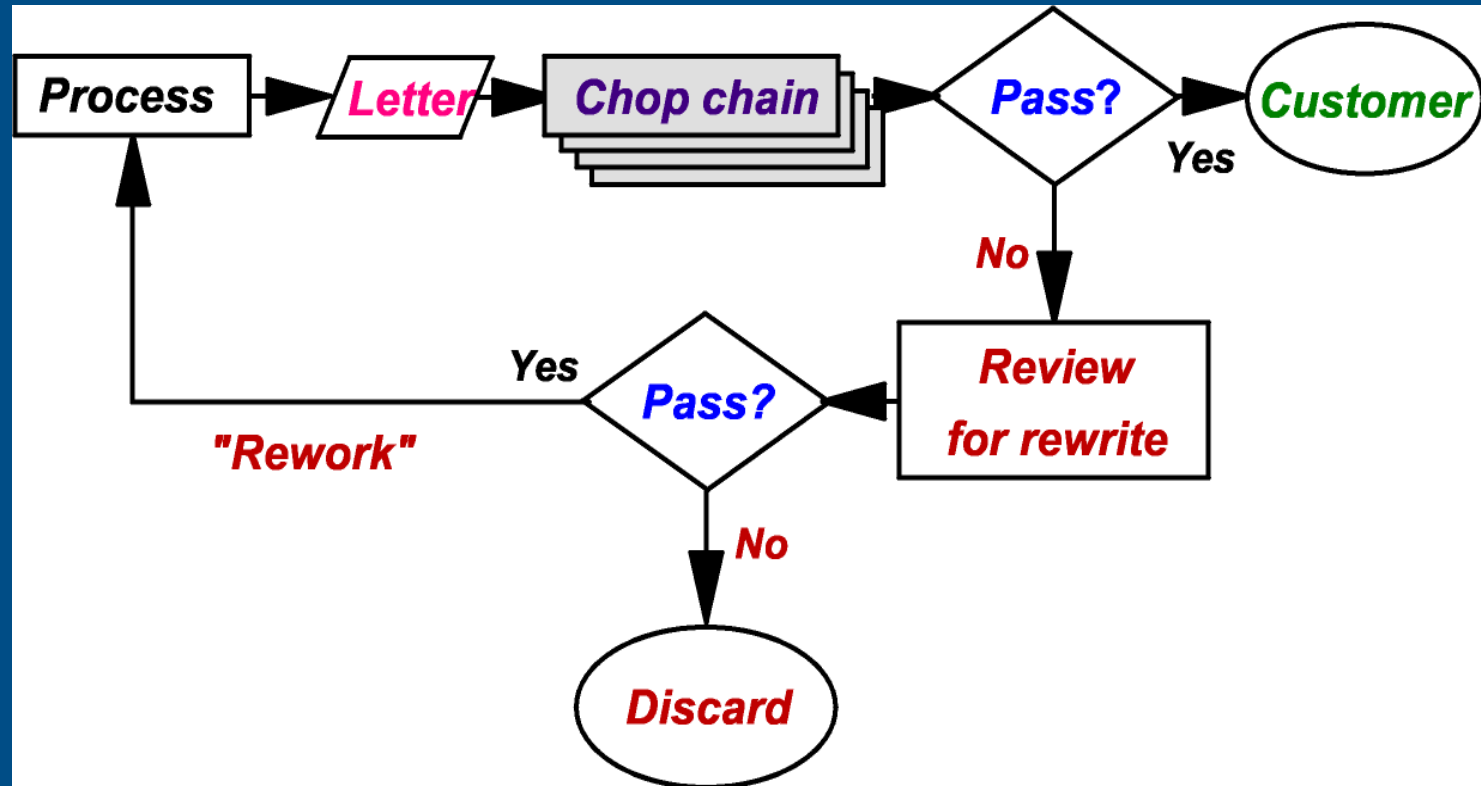
# Two Approaches to Quality

- **Quality through Inspection**
  - To inspect, detect and remove poor quality after manufacture
- **Quality through Process Improvement**
  - To build in quality in each step of manufacture

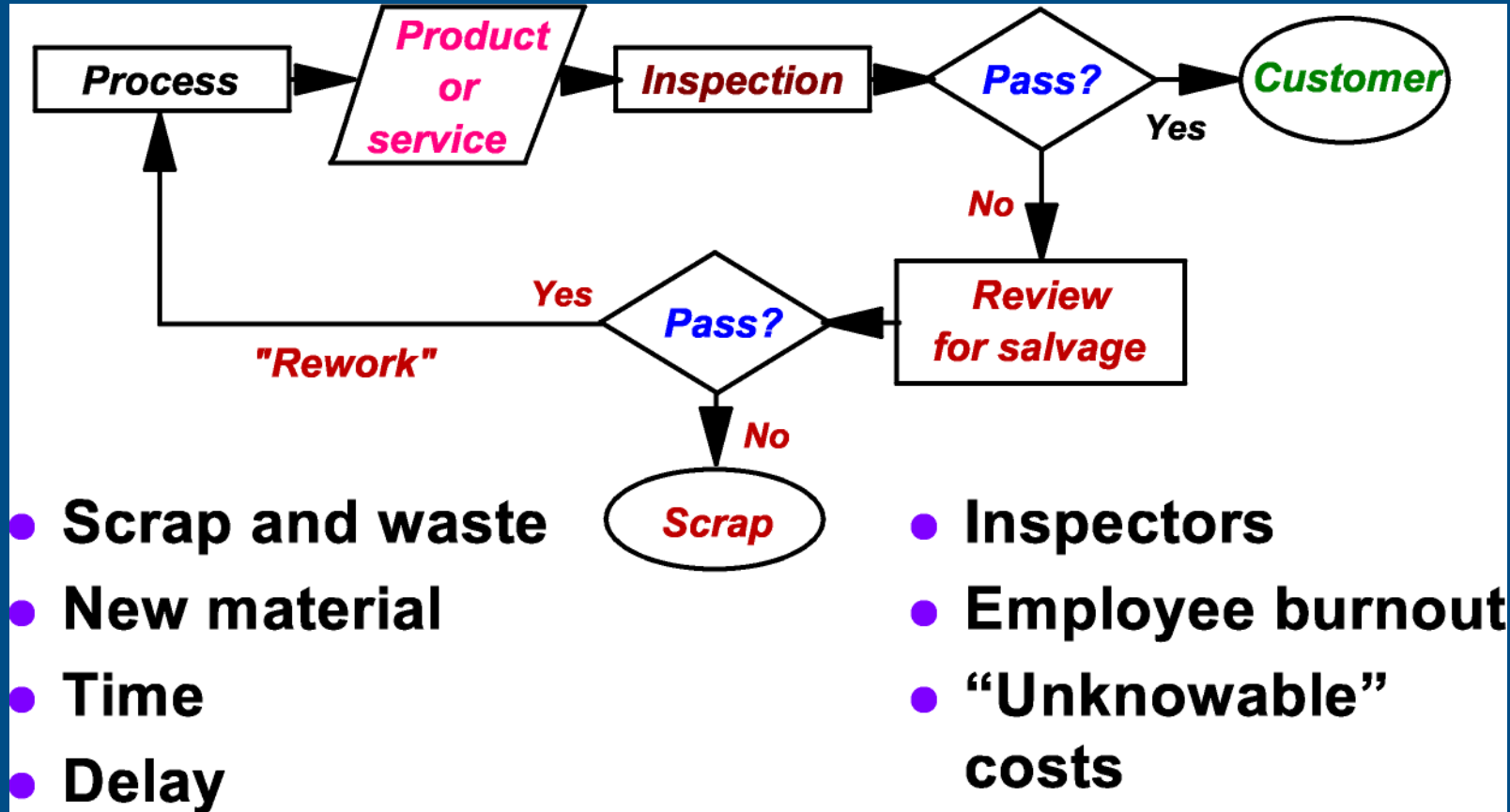
# Quality through Inspection



# Inspection Example

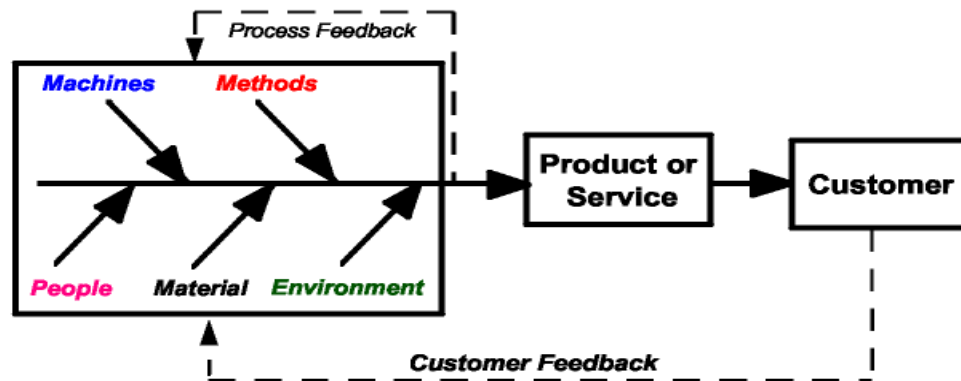


# Costs of Inspection



# Quality through Process Improvement

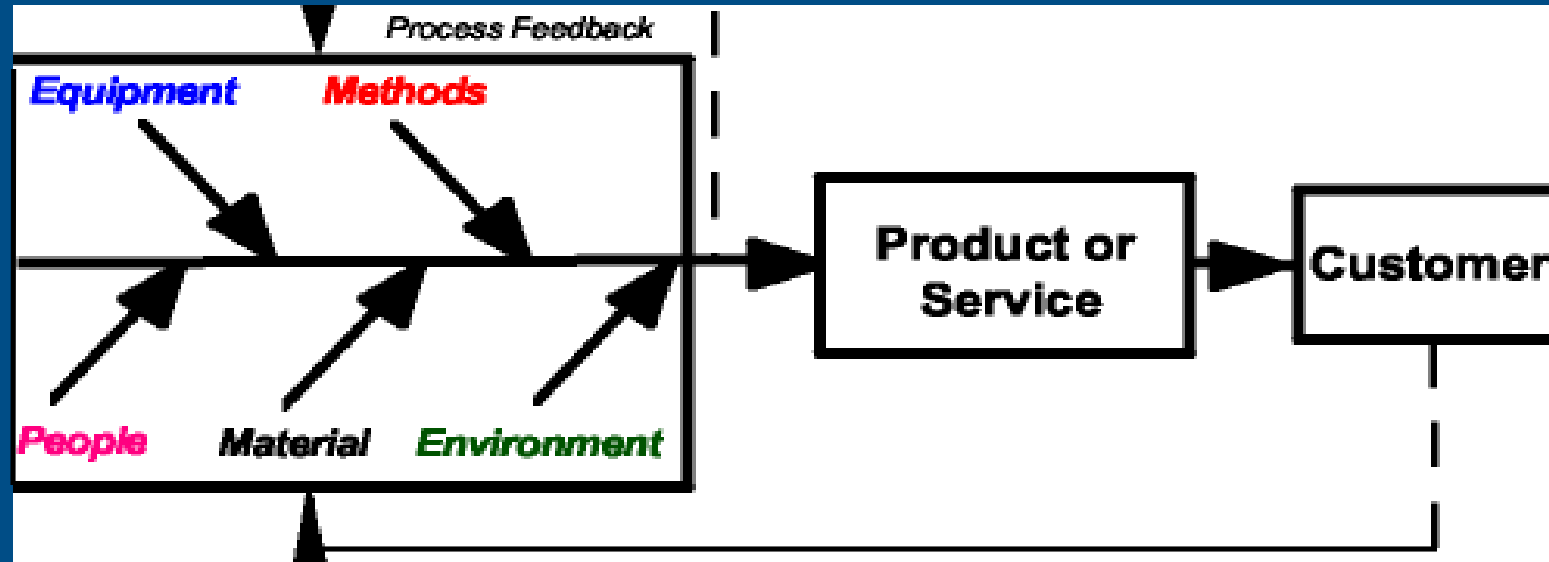
## Quality through Process Improvement



### Hint:

- A continual effort to learn about the cause system
- Process improvement is not problem solving

# Investments in Process Improvement

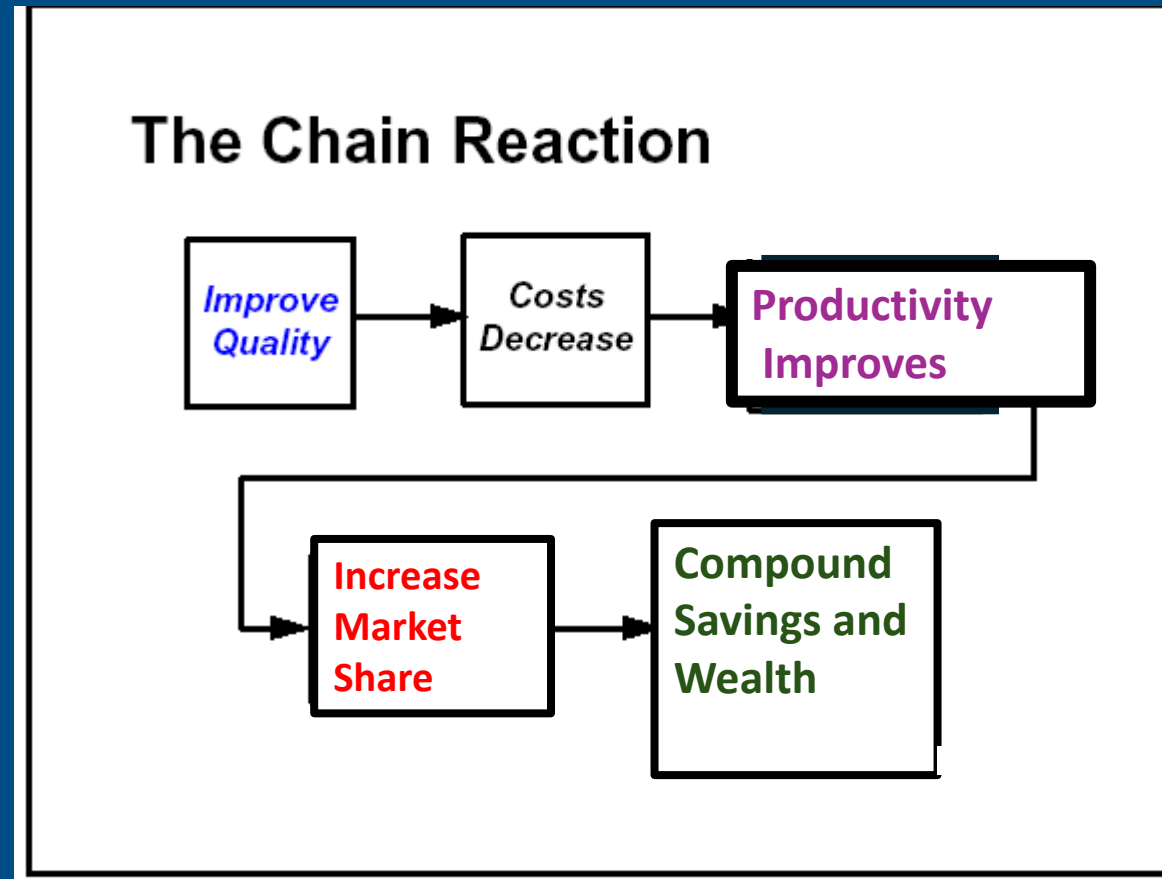


## Hint:

- Education and training
- Improving processes and systems
- Measurement and analysis
- Investment in innovation



# The Chain Reaction in the Process



# Why Focus on Quality?

- Saving and Investing is the proven path to wealth
- There is a new direction for Individuals, Families and Small Businesses...RPM
- The aim should be Add Value
- We need to continue to improve to remain successful in a dynamic world marketplace

# Benefits of Focusing on Quality

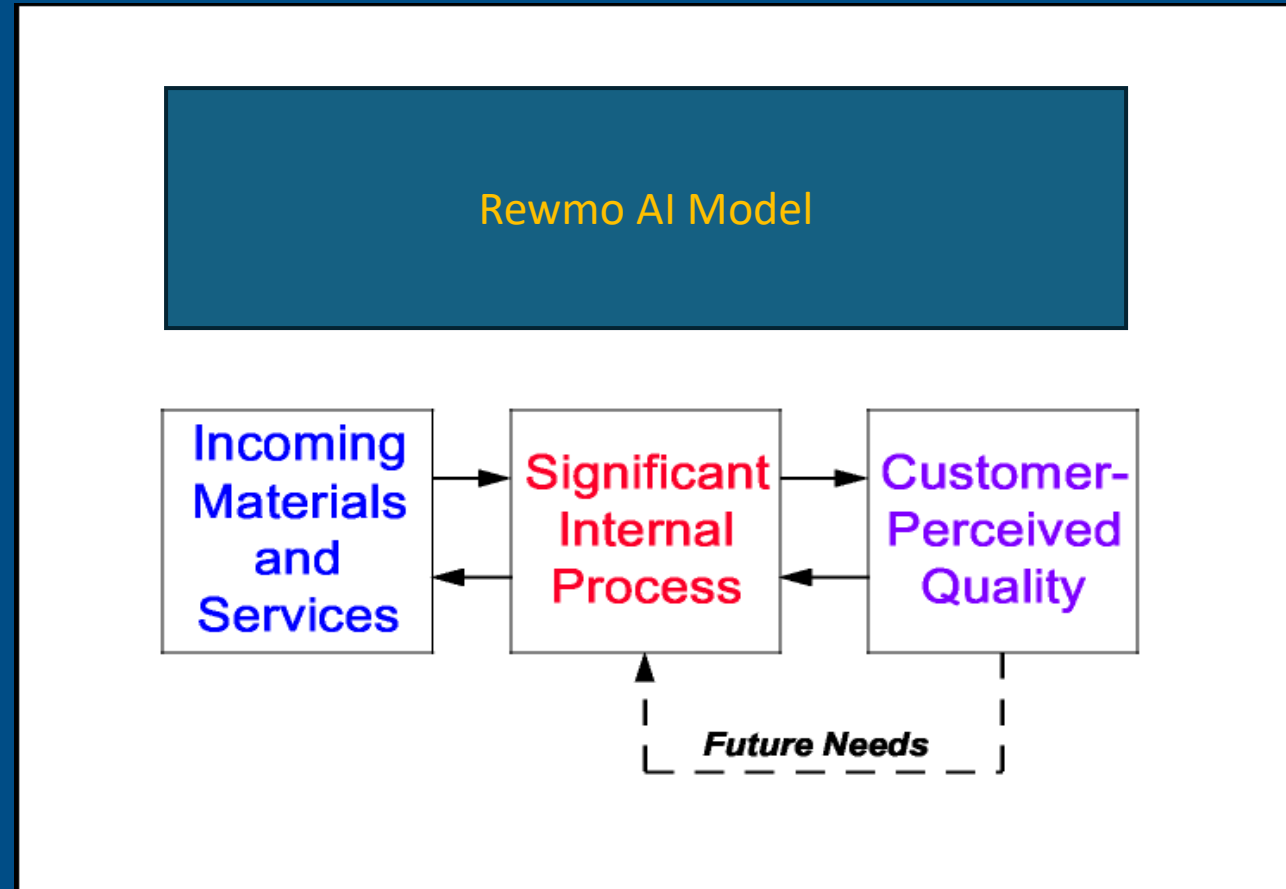
- Improves Qualities of Life for our selves and our family
- Improves organizational efficiency and effectiveness
- Eliminates waste, reduces costs, and increases productivity
- Enables everyone to make meaningful contributions to their work

# RewmoAI

## Process Management

- The application of quantitative methods and the knowledge of people to assess and improve:
  - Looking back up the supply chain to assess materials and services purchased
  - All significant processes within the family or organization and
  - Meeting the needs of people, now and in the future

# RewmoAI Process Management Model



**Module Two is next**

**Quality Improvement Teams**