CHITA

High-Performance Operations

Operator Workbook

Make More Money - *Faster!*

Paul Brainard

Tree Free Press
La Verne, California

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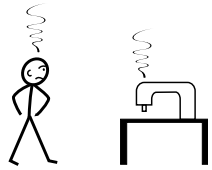
The Chita Program - *Introduction*

Earn More Money!

The **Chita-*High Performance Operations*** program presents simple ***process improvement tools***, and demonstrates how to use the tools in your work area.

These ***tools***, when combined with your ***working knowledge*** of the processes, will ***empower*** you to ***improve*** the processes you work with.

Why improve processes?



- Fewer ***problems*** with processes will ***reduce the frustration*** caused by process problems.
- Better ***quality*** outputs will increase ***customer satisfaction***.
- Increased customer ***satisfaction*** will lead to ***higher sales***.
- Streamlined processes ***reduce cost*** and increase cash flow.
- Company will be more ***competitive***, increasing your job security and giving you the opportunity to ***earn more***.

Goals of this program:

- Process operators learn how to use basic ***process improvement tools***.
- Operators and management ***work together*** to continuously ***improve the processes*** in ***small steps***.
- Customers, operators, management and owners ***all benefit*** from improved operations.

Make a list of any problems or concerns you have with the processes in your work area. Think of each item you list as an opportunity for improvement:

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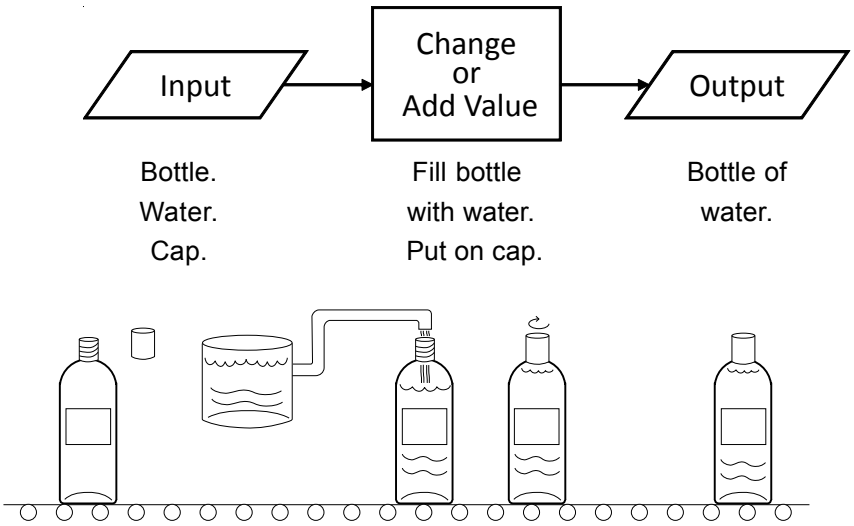
What is a Process?

A process starts with an ***input***, the input is ***changed*** and finally there is an ***output***.



Processes occur in many situations and environments. Manufacturing companies, service companies, business offices and computers all use processes.

Examples of processes:

- For a bottled water company, ***filling an empty bottle*** with water is an example of a ***manufacturing process***.
- Manually ***calculating*** how much water is needed to fill 12,000 bottles is an example of an ***information process***.
- A computer ***automatically*** doing the same ***calculation*** is also an example of an ***information process***.
- ***Entering*** a customer's order into a computer workstation is an example of an ***information process***.
- ***Printing*** a copy of the customer's order to give to the production department is an example of a ***document process***.
- ***Printing*** a packing slip when shipping a case of bottled water to a customer is an example of a ***document process***.
- The carrier that ***delivers*** the case of bottled water to the customer is an example of a ***service process***.

What is a Process?

Class Exercise 1 - *Identify existing processes.*

What are some of the processes you use in your work area?

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