

# Accelerating Performance with Continuous Process Improvement



**Target Audience**  
All federal employees

**Formats**  
Virtual or in person

**Tuition**  
\$1200

**Length**  
12 hours

## Overview

With today's priorities to modernize operations, enhance service delivery, and make better use of resources, building a strong culture of continuous process improvement (CPI) is increasingly critical. CPI enables agencies to operate more efficiently and responsively—reducing waste, lowering costs, and improving service quality. When teams can identify problems, test new approaches, and adapt quickly, innovation accelerates and services become easier to use.

## Curriculum

CPI is an ongoing effort to enhance products, services, or processes through incremental and breakthrough improvements. In this course, you'll learn industry-proven CPI, Lean, and Six Sigma frameworks that streamline processes, reduce waste, and elevate service quality. Practical tools are blended with hands-on application, providing a clear, repeatable roadmap for diagnosing problems, improving operations, and driving sustainable, agency-wide results.

## Course Benefits

CPI training equips employees and leaders with the skills to recognize inefficiencies, solve problems, and improve how work gets done. You'll build capability to increase productivity, reduce errors and waste, and contribute to a culture of continuous improvement and innovation.

This course is available for individual enrollment or can be delivered to groups within agencies with the ease of government-to-government agreements. Contact us today to discuss the best option for your team.

## At a Glance

### Sample Topics

- Identifying Wastes and Inefficiencies
- Principles of CPI
- Problem-Solving Methods
- Process Mapping
- Process Performance Measurement
- Root Cause Analysis (RCA)
- Standardization
- Sustaining Successes
- Testing Improvements

### Format

- **In-Person:** Three 4-hour days or 1.5 days
- **Online:** Three 4-hour days (instructor-led)

### Key Features

- Case study discussions
- Group exercises
- Individual or group enrollment
- Streamlined procurement
- Subject expertise

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