



Hugh Jones
Work Design

**A Practical Approach
to Process Improvement**



About Hugh Jones: **Hugh Jones** is Manager, Work Design, for [TAP Solutions](#). Hugh is the architect of TAP's Work Design approach and toolkit. He has redesigned hundreds of processes for over twenty clients while focusing on Work Design for the last eight years.

About Work Design: Total Quality Management, Business Process Reengineering, Continuous Process Improvement, Workflow, Process Design these current or past hot topics, along with many others, are related. In fact, many of them employ the same principles, regurgitated to make them sound new, compelling, marketable, and proprietary. **Work Design** is TAP Solutions' term for these related disciplines. It also incorporates emerging concepts from Knowledge Management and Human Performance Technology. Work Design is practical, flexible, and dynamic.

Hugh Jones will:

- Demystify some of the current buzzwords.
- Illustrate basic principles to identify and implement process improvements.
- Present a list of tips and tricks to apply when reviewing processes.
- Provide guidance for participation in related initiatives.

There will be time for sharing of experiences and challenges related to Work Design.

Time & Venue: **July 8, 5:30 p.m.**, Room P306, **ICBC Head Office**, 151 West Esplanade, North Vancouver.

- A security guard will be available at the **Esplanade Entrance** to direct you.
- If you arrive by Seabus, please ride the escalator up to ICBC and walk north around the blue building to get to the Esplanade Entrance (North Entrance).
- If you drive, you can park under the building. (Pay for parking until 6 p.m.) There is also street parking on Esplanade, First, and Lonsdale.

Light dinner provided, 5:30–6 p.m. More networking time at approx. 7:45.

To register, call ISPI Voice Mail, **604-878-3484**, or email Margy.Hayden@ICBC.com, subject "**ISPI July 8**," by July 4. **Guests \$20** cash or cheque. **Members free**.

If you register but become unable to attend, please inform us in the same way.