The following is suggested email text for announcing the Process Improvement Café. Feel free to customize the invitation for your organization. For any bracketed text […], insert text appropriate to your organization and the Café you plan to offer.

**Process Improvement**

Subject: Harvard ManageMentor Process Improvement Café

Process improvements help businesses run more productively and efficiently. Although many process improvements are large efforts, such as implementing a new manufacturing process in hundreds of facilities, they can also be on a smaller scale, such as reducing the number of steps required to get an expense approved. No matter the size of the effort, managers need to know what to look for and how to make a process better.

To increase your effectiveness in process improvement, please join us for a Process Improvement Café session, a learning opportunity sponsored by [sponsor] and based on material from Harvard ManageMentor. The Café will be led by [facilitator name and job title]. This hour-long session is scheduled for [date, time, web conference information or location]. The Café will provide an opportunity for you to analyze a process and take action on implementing improvements.

Before attending the Café, please complete the following seven lessons and the assessment in the Harvard ManageMentor Process Improvement topic [LINK to Harvard ManageMentor Process Improvement topic]:

* + Understand Business Process Improvement
  + Plan a Process Improvement
  + Analyze the Process
  + Redesign the Process
  + Implement the New Process
  + Continually Improve the Process

In addition, please complete the practice activity “Create a Map and Identify Problems” from Lesson 3 in the Harvard ManageMentor Process Improvement topic and have the results available for the discussion. Although you should all be ready to discuss your work during the Café, I may reach out to some of you in advance to volunteer to do a “warm call,” which helps to encourage discussion during the virtual session. This would require you to share your pre-work activity with me before the session and to be prepared to discuss it when I call on you during the Café.

Thank you. We hope to see you on [DATE],

[NAME OF PERSON OR GROUP SENDING THE EMAIL]