



Instructor: Daniel Madison

Dates: October 10-11, 2017

Time: 8:30am—4:30pm

Location: K W Nasser Centre, 256 3rd Avenue South, Saskatoon, SK

Fee: \$1,195.00 + GST

*Includes instruction, course material, and meals

To Register: www.edwards.usask.ca/execed or call 306-966-8686

Process Mapping and Process Improvement

OCTOBER 10 -11, 2017

*Requirement of the Operational Excellence Certificate and a pre-requisite for Analyzing & Improving Office & Service Operations (Lean Office) and Process Metrics, Management & Controls

INTRODUCTION & BACKGROUND

- Practice various process mapping techniques
- Analyze and improve your process via worker frustrations, time, cost and quality
- Use process design principles to dramatically improve your process
- Organize and facilitate process improvements
- Learn five implementation options
- Effectively deal with barriers to process improvement

INSTRUCTOR PROFILE

Daniel Madison has been a consultant and university instructor for more than 23 years. He is currently a Principal of Value Creation Partners, an organizational consulting and training firm.

He helps clients increase value through operational improvement, organizational redesign, and leadership development. An expert in process mapping and improvement, Mr. Madison is the author of the number one selling book *Process Mapping, Process Improvement and Process Management*.

KEY LEARNING OBJECTIVES

- Construct and practice a variety of process maps
- Identify broken processes through 16 symptoms
- Create strategies for overcoming barriers to process improvement
- Turn staff frustration into ideas to improve processes, people and systems
- Design processes that are fast, cost-effective and produce high quality results
- Error proof steps to eliminate quality issues
- Demonstrate cost savings and ROI opportunities

WHO SHOULD ATTEND

- Business Analysts
- Supervisors/Managers
- Chief Operating Officers
- Project Managers
- Process Analysts
- Consultants
- Department Heads
- Groups/Work Teams



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