

**Instructor:** Dan Madison, MBA, CFA**Location:** K W Nasser Centre  
256 - 3rd Ave South, Saskatoon, SK**Fee:** \$1295.00 + GST

\*Includes instruction, course materials, and meals.

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

# Analyzing and Improving Office and Service Operations (Lean Office)

## INTRODUCTION & BACKGROUND

Participants will learn to apply the tools, methods, and techniques to the office processes where they can see the immediate benefit. Before and after metrics on throughput, quality, and productivity will dramatically illustrate the power of these improvement methods.

Managers will learn to establish visual controls so that the status of work can be easily determined and where corrective action can occur very quickly.

Lastly, participants will take the learnings from the classroom and begin applying them to their own work processes immediately upon return to the workplace!

## KEY LEARNING OBJECTIVES

- Identify and “see” the various inefficiencies in your office processes
- Organize the workspace for ease of use and efficiency
- Uncover the root cause of mistakes and errors and systemically solve them

- Create visual mechanisms to monitor and quickly correct workflow problems
- Manage and lead more effectively

## INSTRUCTOR PROFILE

Dan Madison, MBA, CFA



Dan Madison has been a consultant and university instructor for over 25 years. He is currently 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, he is the author of the number one selling book on Amazon *Process Mapping, Process Improvement, and Process Management*.

**Note:** Course requirement of the Operational Excellence Certificate.