



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

Process Mapping and Process Improvement

INTRODUCTION & BACKGROUND

Process mapping can be an extremely powerful diagnostic tool for your organization. By analyzing processes you will not only find process issues, but also uncover structural problems, poor controls, and people issues. You will learn to tap into employee frustration to fix processes and get to the root cause of quality and timeliness issues.

This program will give you the skills you need to enact real process improvement within your organization. You will learn to select, organize and facilitate process improvement efforts, and finally, and learn the eight major barriers to process improvement and effective strategies for overcoming these barriers.

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

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.