

Operational Improvement

MMTC- West User Group

Performance Measurement and Improvement User Group

Develop and implement a systematic, measurement based approach to business improvement.



Overview

Performance measurement and planning is essential for improvement in any organization. Whether you're a manufacturer, a service provider, a school, hospital, or city government, proper performance metrics are the key to successfully implementing the business plan or vision. Performance metrics planning and execution puts action to your organization's strategic plan, purpose and mission.

Format

- Two people per company participate in each group session
- 10 group sessions – focused on training and performance metric implementation
- Group sessions will be 3 hours in length, every 6 weeks, for a total of 12 months

Results

- A clear, compelling business performance measurement and improvement plan
- Key Performance Indicators (KPI)
- Simple & effective monitoring and control techniques
- Individual performance management and structured problem solving practices
- Techniques from tours of "Best Practice" member companies
- A peer network to discuss new ideas and techniques
- New technologies and approaches to current strategic issues

Requirements

- Each user group member hosts one session on-site
- One representative per company must attend each meeting.
- Each member must complete the work projects as assigned.
- Members must be committed to open sharing of successes and areas of improvement

Fees

\$2,500 per company

(this includes two employees from the participating company)

* Additional employees may participate at an additional cost.



Michigan Manufacturing Technology Center-West

Session Summary

Session #1: An overview of the responsibility of organizational leadership

This session will outline the power of a positive organizational vision and strategy, and overview the systematic approach to performance measurement and improvement. Six categories of Key Performance Indicators (KPI's) will be introduced. In this session participants will discuss their organizations strategic plan, mission, vision and values.

Session #2: Strategic and tactical planning techniques

In this session participants will use the strategic plan, mission, vision and values to establish KPI's and goals /targets for achievement in each of the six performance measurements results categories.

Session #3: Policy Deployment techniques – Hoshin, Balanced Scorecard, One-Page plan & Six Sigma

In this session participants will learn several methods to align goals, objectives and KPI's to all levels of an organization. Participants will learn why the alignment process is critical to an organization's success.

Session #4: Creating a data driven, unbiased, trusting, self-motivating environment

In this session participants will develop the measurement plan for all levels of KPI measurement and analysis. Implementation of KPI measurement shall begin if it has not already been initiated.

Session #5: Prescribing a control and action plan for implementations and improvements

In this session participants learn to apply the 7 key quality tools, and a structured approach to problem solving and continuous improvement.

Session #6: Establishing compelling metrics monitoring plan to analyze and drive action

In this session participants share and analyze KPI's and develop action plans for improvements.

Session #7: Performance management techniques for organizations, group, and individuals

In this session participants continue to expand the KPI concepts to all levels of the organization, and to develop a systematic approach that will dramatically shift the organization's culture to one of responsibility and accountability.

Session #8, 9, and 10: Monitoring, improvement and action planning

The last three sessions are used for facilitation of the improvement and problem solving. They are similar in that each organization will report out on their KPI's and action plans in process at their organizations. These sessions will be used to define the path forward for each organization to systematize their organization's approach to performance measurement and improvement.

Contact your MMTC-West business development specialist or visit www.rightplace.org/mmtcwest/ to find out more about the many ways we assist small to mid-sized manufacturers as they hone, diversify, build, and lead their operations.

