

Operational Improvement

MMTC-West Seminar + Workshop

Essential Metrics Seminar + Workshop

Improve performance and profitability using top-level balanced performance metrics.

Overview

This seminar and workshop will present a clear, straightforward method to identify your most important metrics using the Balanced Scorecard perspectives of Financial, Customer, Internal and Employees, and teach them how to implement business processes and improvement practices so that each team hits the targets that are established.

An action plan will be developed during the workshop so that participants can begin implementing their improvement plans the very next day.

Who Should Attend

- Owners, Executive Leadership, and Business Unit Managers
- Key staff members responsible for overall performance improvement efforts

Results

- Methods to select the optimal improvement objectives based on your business needs
- A core set of key improvement objectives that all business leaders should address
- Design and implement structured problem-solving and continuous improvement processes
- Identify and implement important quality tools to accomplish performance improvement objectives
- Set aggressive and reasonable performance improvement goals

Event Details

April 15th

8:00 am - 4:00 pm
Montcalm Community College
Ionia Campus
250 E Tuttle Road, Ionia

June 9th

8:00 am – 4:00 pm
Lake Michigan College
Bertrand Crossing
1905 Foundation Dr., Niles

Cost:

\$295 / Groups of 3 or more from same company \$250/each

To Register:

Amy Winkler
winklera@rightplace.org
616-771-0561

Format

Each Metrics Reporting event is referred to as a “seminar and workshop” because: (1) teach practical principles and (2) guide the participants through the steps to apply the new knowledge to their specific needs.

The day-long event is subdivided into eight sessions. Each forty-five (45) minute session is subdivided into three (3) parts:

- **Part One: Presentation.** Key principles are taught by the instructor.
- **Part Two: Individual application.** Complete individual exercise materials to create your own business processes and action plans.
- **Part Three: Discussion.** Share experiences that have worked and not worked and ask others for help.

About the Facilitators

Bill Guest

Bill Guest teaches and consults exclusively in the area of organizational performance measurement and improvement. Organizations need to implement the right measurements to support their performance improvement objectives. Bill has developed a crisp, clear, no nonsense approach to organizational performance improvement. He developed and implemented these techniques, with excellent results, during his 25 years of industry experience with various organizations in the roles of engineer, supervisor, vice president sales, general manager, executive vice president, and CEO. Since 1999, he has been working with clients around the world to teach them these straightforward techniques and provide step-by-step coaching as they use these techniques to achieve their goals.

Rob Ptacek

Rob Ptacek’s objectives are to provide his clients with quick hitting, results oriented process improvements, and to help people develop new work habits to perpetuate the improvement effort. Rob believes in a hands-on, shop floor oriented approach.

Rob has invested over 18 years working in tier 1 manufacturing environments leading and implementing improvements. Rob’s experience is in the metal forming and assembly industries. He has lead a dominant metal stamping and assembly firm to over \$14M in documented bottom-line savings. Rob specializes in sustainable process improvements and leading change. He is the author and illustrator of “Shop Suey”, a comic book formatted training supplement on Leadership and Continuous Improvement. He makes learning fun!

To obtain more information or register please contact:

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