Business Process Improvement
Critical Skills Seminars

TO ENROLL
By Phone: 800-356-5705
Online: https://edp.broad.msu.edu/
By E-Mail: vescolanis@broad.msu.edu

Early Bird Special: $995 three weeks prior to seminar date for Process Mapping, Modeling & Analysis or Implementing Process Improvement and IT Upgrades, payable to Michigan State University. This fee includes continental breakfast, lunch and two coffee breaks as well as all seminar materials. Call for team discount information.

Seminar Fee: $1,295 (after early bird discount expires).

2 Seminar Series Fee: $895 per person, per seminar (an $800 Savings).

Enrollee Cancellations will be accepted when made at least five business days prior to the seminar and may be subject to a $100 processing fee.

Hotel Accommodations are not included in the seminar fee. However, if you desire overnight accommodations and need information about hotels convenient to the seminar site, please call 517-353-8711.

Handicapped Accommodations may be requested by calling Executive Development Programs at 517-353-8711 at least two weeks prior to the seminar to ensure sufficient time to make arrangements. Requests received after this date will be met whenever possible.

EARLY BIRD SPECIAL
Save $300 per seminar if you register 3 weeks prior to the seminar date, or save $800 when you register for both seminars.

Process Mapping, Modeling & Analysis
Essentials of Process Redesign
March 9-10 • Lansing

Implementing Process Improvement and IT Upgrades
Achieving ROI from Change
May 10-11 • Lansing
Process Mapping, Modeling & Analysis

Essentials of Process Redesign
March 9-10 • Lansing

Your organization is a collection of processes. Unfortunately, most organizations are not set up to manage processes. Process mapping is a simple yet powerful method of looking beyond functional activities and optimizing the way your organization creates value.

YOU WILL LEARN HOW TO:
• Eliminate systemic flaws that result in poor quality or higher costs
• Streamline work to reduce service time and maximize capacity
• Determine the best strategy (e.g. streamline vs. reengineer) to improve performance
• Document processes for knowledge management or BPM initiatives
• Identify and understand your organization’s true core process
• Recognize and remove activities that do not add value
• Dramatically improve your efficiency and customer satisfaction

SEMINAR OUTLINE:
• Systems Thinking
• Mapping Tools and Techniques
• Analyzing Process Flow Charts
• Workflow Improvement Alternatives

Implementing Process Improvement and IT Upgrades

Achieving ROI from Change
May 10-11 • Lansing

The promise of new information technology and process innovation is great; unfortunately, so is the percentage of such projects that fail due to process misalignment and/or staff rejection. This seminar will arm you with a powerful combination of “soft” skills and “hard” skills.

YOU WILL LEARN HOW TO:
• Identify and prioritize issues that will impact successful process or technology change
• Create a compelling vision for change
• Evaluate which decision makers and opinion leaders must be enlisted to make cross-functional change possible
• Plan for and capitalize on “short-term wins”
• Identify sources of organizational and individual resistance to change
• Prioritize key objectives and provide direction for implementation project management
• Effectively communicate the vision, plan and progress of process change
• Increase the effectiveness of implementation teams
• Manage conflict and transform it into productive communication
• Promote widespread involvement (and thus widespread support) in the change initiative

SEMINAR OUTLINE:
• The Challenge of Deployment and Integration
• Deployment: Seeing the Big Picture
• Deployment: Enabling Change
• Deployment: Executing the Solution
• Integration: Living the Solution

Bob Boehringer is the Vice President – Process Management for Orion Development Group and well-acclaimed author of The Process Management Memory Jogger. He has more than 25 years of experience helping professionals improve quality and productivity via the implementation of process improvement methodologies. He has a BS in Mechanical Engineering from Cornell University and is a member of the American Society for Quality, Association for Quality and Participation, and Institute of Industrial Engineers.

Amanda Dietz is Executive Vice President, Project Management and Business Analysis Practice Leader for Orion Development Group. She has more than 20 years of experience in operations management, process improvement, project management and business analysis. Prior to joining Orion, Ms. Dietz attained extensive quality and process management experience in the corporate world, principally in the Financial Services sector. She served on the senior management teams at InTuition, Inc. and Florida Federal Savings Bank (now part of Wachovia Bank).

Ms. Dietz earned her BS in Finance from Indiana University and MBA in International Management from the University of South Florida. She is a Certified Quality Manager (American Society for Quality).

Executive Development Programs
Broad College of Business
MICHIGAN STATE UNIVERSITY

For more information: 800-356-5705 or Visit us on line at https://edp.broad.msu.edu/

On-Site Training
Bring this training onsite for your improvement initiatives. It will lay the groundwork for success, provide a common methodology and language as well as incorporate your business challenges, your data and your processes. Call Sally Vescolani at 517-353-8711 to discuss how you can multiply the benefits of these seminars and save money by bringing these classes on-site.