

## The Right Way To Manage<sup>®</sup> Workshop

<b>Overview</b>	Organizations must continually change and improve their work processes and systems if they are to successfully meet the challenges of an ever-changing competitive environment. Building a shared understanding of the mindset and tools to study, change and improve work is essential to developing and sustaining a culture of continuous improvement.
<b>Purpose</b>	This workshop is designed to provide leaders at all levels with a basic understanding of the principles, concepts, methodology and tools of Continuous Improvement (CI) and of their roles in providing the necessary support. A goal is to build individual and collective enthusiasm and understanding that encourages people to immediately apply the lessons learned to the workplace.
<b>Workshop Topics</b>	<ul style="list-style-type: none"><li>• Why continuous improvement</li><li>• The importance of alignment and common purpose</li><li>• How to identify “the vital few” areas where you must excel to accomplish your vision</li><li>• using CI principles to deliver the needed results</li><li>• understanding work and work processes: customer/supplier relationship and principles of work redesign</li><li>• measurement and the analysis of variation</li><li>• how to identify, quantify and prioritize waste of time, material, capital and lost opportunity</li><li>• how to use teams and teamwork to study and improve work</li><li>• the 8-Step process improvement methodology &amp; simple tools to eliminate waste</li><li>• creating a culture of continuous improvement: infrastructure and leadership actions essential to developing a sustainable system</li></ul>
<b>Who should participate</b>	Anyone who will be expected to participate in studying and improving the business. It is crucial that senior managers as well as key technical, supervisory and hourly associates participate.
<b>Methods</b>	Participants learn through a combination of theory, discussion and interactive activities.
<b>Workshop length</b>	It is recommended that senior managers attend the two-day version of this workshop, which is also offered in 1-day and half-day formats for other audiences.