



Lean Office Mini-Series

This series may be applied to the Lean Office Practitioner Certification.

**Each workshop can be taken independently or sign up for all three classes and save.*

The most untapped improvement opportunities are in the OFFICE!

Learn how proven manufacturing improvement processes may be adapted to office systems by attending this 3-course mini-series.

Courses include:

◆ Lean Office Simulation

Participants in this workshop will be involved in extended exercises with lean improvement practices applicable to office settings. In this hands-on approach, you will simulate a business process, learn how to identify waste, improvements, implement changes, and measure effectiveness.

◆ Office 5S & Visual Management

This workshop is a straightforward approach that impacts your customer and employee image, productivity and sales. The many facets of visual management and 5S allow employees to show pride in their work area, give performance feedback and incentive, illustrate expectations and recognize a job well done.

◆ Office Process Mapping

Develop the ability to see and recognize office processes to drive process improvement. This interactive workshop explores various process mapping tools, their pros and cons, and when they apply.

Fee:	MA Members	Non-MA Members
<i>Each class</i>	\$299 per person	\$399 per person
<i>*All three classes</i>	\$850 per person	\$1147 per person

**In order to receive this discount, you must register for all workshops.*

Receive a 10% discount if you register 10 days prior to the event

Reservations: For instant confirmation - reserve on-line at www.mfrall.com
Your satisfaction is guaranteed.

Enrollment in training programs of more than 16 hours is limited to training paid for by employers for their own employees where no fee is charged the employee.

Cancellation Policy: **No refunds** for cancellations after 5:00 p.m. two business days prior to the event or for no-shows at workshops. *(Substitutions are accepted)*

Pre-registration required!

Dates and Times:

Office Process Mapping

September 30, 2010
8:30 am - 4:30 pm

Office 5S & Visual Management

October 19, 2010
8:30 am - 4:30 pm

Lean Office Simulation

January 27, 2011
8:30 am - 4:30 pm

See www.mfrall.com for details, including locations for each workshop.

Visit www.mfrall.com for details on:

- ◆ Lean Workshops
- ◆ On Site Training & Consulting
- ◆ Certification Programs
- ◆ 6 Sigma Green Belt Training
- ◆ Monthly Educational Programs
- ◆ Medical Device Seminars
- ◆ Supervisory Training
- ◆ Professional Development