



Measuring the Right Things

About the instructor:

Melissa Sawin, has been practicing Lean principles and training peers for the past 5 years. Her professional experience includes public relations, marketing communications, IT, project management, operations & business development.

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“You get what you measure” is a truism among managers. Therefore, it is of critical importance that you *“measure the right things”* to get the performance you desire. In this case, the intended outcome is performance improvement. So, don’t get caught in the trap of using historical accounting measures to measure and motivate current and future performance improvements!

Course Objectives

Learn to develop and use credible measures that will motivate. Make sure they result in improved performance without optimizing one area at the expense of another. Bring examples from your company of two successful and two not-so-successful measures for discussion.

- ◆ Determining the appropriate measure for the intended purpose
- ◆ Why measures fail
- ◆ Criteria for successful measures
- ◆ Aligning measures to broader goals
- ◆ Timing, display and style of reporting

Who Should Attend: Operations managers and supervisors, lean practitioners, and project leaders who are responsible for driving and sustaining continuous improvement as well as determining the success of the work of others.

Thursday, March 1, 2012 1:00 – 5:00 p.m.

Fee:	MA Members \$219 per person	Non-MA Members \$319 per person
	<i>Receive a 10% discount if you register 10 days prior to the event.</i>	

Location: **Manufacturers Alliance Training Center**
8421 Wayzata Blvd, Suite 190
Golden Valley, MN 55426
(For directions and map go to www.mfrall.com)

Reservations: For instant confirmation, reserve on-line at www.mfrall.com, click on **Training & Education** then **Workshops** by February 28, 2012. **Your satisfaction is guaranteed.**

Cancellation Policy: **No refunds** for cancellations after 5:00 p.m. February 28, 2012, or for no-shows at workshop. *(Substitutions accepted)*

Pre-registration required!