



Business Process Improvement Peer Group

OPEN TO SERVICE COMPANIES

WHAT ARE THE BENEFITS?

- Relationships with peers that foster improvement and growth
- Benchmarking tours with progressive lean companies
- Share best practices and candid, confidential feedback
- **Plus!** Our Company Membership option at no additional charge

WHO ATTENDS?

Lean or Continuous Improvement Managers, Office Managers, Customer Service Managers, and those with priorities involving business process improvement.

WHAT'S THE FOCUS?

Process improvement tools and leadership strategies for office functions. Topics may include:

- Process mapping and improvement prioritization tools
- Leadership styles and practices that drive change
- Customer centered Kaizen events
- Leaders Standard Work that really works

WHAT'S THE COMMITMENT?

- Attend monthly meetings on the 4th Wednesday, 7:30-11:30 a.m.
- Host and present one session every 12-18 months
- Candidly contribute and openly share experiences
- Pay the Peer Group membership dues

"I value hearing how my peers have solved problems, I learn from their successes and failures. Even though we serve different markets, I'm always surprised at how similar our challenges are."

Kerry Barnard
CI Fellow at UMC Inc.