



# Measuring the Right Things

Learn to develop and use credible measures that will motivate



**Your instructor:**

**Robert St. Louis** is a senior executive leader; drawing upon more than 16 years of diverse, private sector manufacturing and marketing experience. He has worked with multi-billion dollar, global corporations as well as smaller organizations, and has successfully deployed Lean and Six Sigma around the world.

“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:**

You will 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 that you are comfortable sharing with the group.**

- ◆ 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.

**Tuesday, March 26, 2019 8:00 a.m. – 4:00 p.m.**

**Fee:** **MA Members** \$329 per person **Non-MA Members** \$449 per person  
*Receive a 10% discount if you register 14 days prior to the event.*

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

**Register:** Registration is required. Reserve on-line at [www.mfrall.com](http://www.mfrall.com) by 3:00 p.m. March 22, 2019. *Your satisfaction is guaranteed.*

**Cancellation Policy:** **No refunds** for cancellations after 3:00 p.m. March 22, 2019, or for no-shows at workshop. *(Substitutions accepted)*