



Mapping for Business Process

Do you want to eliminate waste from your office processes and improve lead times?



Your instructor:

Kacinda Ruiz is a learner, facilitator, coach and admitted Lean geek with a passion for helping others see the world differently. She supports teams in achieving business results through sparking a conversation and being a catalyst for change. Her practical Lean experience includes working across a variety of transactional business processes in corporate and sales office environments, as well as manufacturing.

Office processes provide the greatest opportunity for improvement since the majority of them are waste by definition! Office Process Mapping demonstrates how lean thinking can reduce office process timelines, and improve quality and delivery to schedule. Because we cannot “see” office processes like on the manufacturing floor, mapping is a key improvement tool for the office side. In this session, you will map out real business processes, participate in hands on exercises, and learn about pre and post mapping tools to add to your personal toolbox.

Did you know 70% of process improvements are not sustained? We tend to focus on the process side and forget about the people side of change. You will learn a simple 3 steps process for change management and leave with an entire cache of tools to assist you through successful process improvement deployment and sustainment.

The tools demonstrated include:

- ◆ Lean Principles for Office Mapping
- ◆ Pework for Successful Mapping Sessions
- ◆ Swim Lane Mapping, Value Stream, Spaghetti , Ideal State, and Future State Maps
- ◆ Post Mapping Tools
- ◆ The People Side of Change Management-3 Step Process

Who Should Attend: Supply Chain, Customer Service, Human Resources, Sales, Finance, Engineering and other support functions looking to shorten business process lead times and improve their outputs.

Wednesday, February 13, 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)

Register: Registration is required. Reserve on-line at www.mfrall.com, by 3:00 pm on February 11, 2019. *Your satisfaction is guaranteed.*

Cancellation Policy: **No refunds** for cancellations after 3:00 p.m. February 11, 2019, or for no-shows at workshop. *(Substitutions accepted).*