

# Measuring the Right Things Online

Learn to develop and use credible measures that will motivate

Offered as part of the Online Lean Practitioner Certification



## Your instructor:

**Charlie Garrett** is an operations leader with over 25 years of broad-based manufacturing and consulting experience. He has expertise in all areas of manufacturing including: supply chain process improvement, value stream management, process design, program management, lean manufacturing, strategic planning, total productive maintenance, change management and training development and delivery in the Manufacturing, Window & Door, Medical Device, Chemical, Health Care, Automotive and Food & Beverage industries. Charlie has a degree in Operations Management from the University of St Thomas.

“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.

**Wednesday, April 7, 2021 8:00am – 12:00pm**

**Fee:** **MA members** \$235 per person **Non-MA members** \$335 per person  
**Receive a 10% discount if you register 14 days prior to the event**

*This workshop is online. Minimum requirements: Computer with speakers and/or headphones; dedicated screen for meeting time; Internet connection; ability to download Zoom.*

**Register:** Registration is required. Reserve on-line at [www.mfrall.com](http://www.mfrall.com), by 3:00 pm by April 5, 2021. You will be sent login credentials in advance of the workshop. **Your satisfaction is guaranteed.**

**Cancellation Policy:** **No refunds** for cancellations after 3:00 p.m., April 5, 2021, or for no-shows at workshop.