



*"Great training! Easy to learn from and made material relevant."*  
– Cheryl Ferry, Management Team, Time Machine

*"The instructor made everything relatable to our businesses."*  
– Carrie Gjovik, Distribution Manager, Channellock

## Operational Excellence Workshop

### Is your organization:

- Struggling to meet monthly performance goals?
- Constantly expediting orders and running too much overtime?
- Getting customer complaints for late orders or long lead-times?
- Suffering from the end of the month syndrome?
- Finding it difficult to attract and retain the right employees?
- Losing customers or have inadequate sales?

**September 17, 2020**  
8:30am-4:30pm

**\$350 per company**  
(up to 4 people)\*

Community Education Center  
4 Erie Avenue, St Marys, PA

### Attend this highly-interactive workshop to learn:

- The necessary conditions to create a high-performing organization
- The roles of leadership and customer focus
- How to measure and establish the correct performance metrics
- How to create a stable and capable delivery system
- How to identify initiatives that could achieve a 20-25% productivity improvement with your current workforce
- How to construct a strategy that achieves a competitive market advantage
- How to convert improved operational performance into a market strategy to grow sales

**Bring a team!**  
At least one participant should  
be senior staff or leadership.

### Instructor: Max Krug, Future State Engineering

Max has over 29 years experience in operations, including 16 years' consulting companies in a variety of sectors. He earned a Bachelor of Science in Industrial Engineering from Alfred University and a Master of Business Administration from St. Bonaventure University.

**#ImproveWithNWIRC**

**For more information or to register: [www.nwirc.org/events](http://www.nwirc.org/events)  
[mreichard@nwirc.org](mailto:mreichard@nwirc.org) • (814) 217-6067**