

IMPROVE



\$0
No Cost

Operational Excellence

Lunch & Learn Webinar Series

February 2, 9, 16, 23

Struggling to meet the 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 orders or have inadequate sales? These sessions will inspire you to open your mind to a new perspective.

Session 1: Foundations to Operational Excellence (February 2, 2022)

Learn how to create conditions necessary for a high performing organization and gain an understanding of your organizational culture to drive breakthrough results. Tips on designing operational excellence around your culture and how to get alignment by understanding customer's needs, regardless of whether your customer is internal or external.

Session 2: Employee Engagement | How to Get Buy-In and Accountability (February 9, 2022)

Develop the right key performance indicators (KPI) and the right measurements to allow employees to make the right decisions. Review the importance of active listening and asking the right questions in order to get buy-in from leadership and those you manage.

Segment 3: Improving Organizational Productivity (February 16, 2022)

Learn what flow means for different environments and how to differentiate between productivity vs. busy work. Tips on creating an employee skills matrix and establishing a baseline set of skills for each employee and an employee career ladder.

Segment 4: Reformulating Your Mindset and Panel Discussion (February 23, 2022)

This one-hour session includes both an educational component, as well as a panel discussion with companies who will share their operational excellence experiences, results, and the effect on the culture of their organization.

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



#ImproveWithNWIRC

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