

Business Process Simplification

Learn the fundamentals of lean workflow and process simplification from a leading expert in business process re-engineering on June 13-14, 2012

Employee Involvement + Process Mapping + Lean Workflow Simplification = Results!



June 13-14, 2012

TO REGISTER FOR THIS WORKSHOP CALL 905-290-1440 EXT. 200

BUSINESS PROCESS SIMPLIFICATION

ARE YOU INTERESTED IN HOW YOU CAN APPLY OUR LEAN WORKFLOW SIMPLIFICATION STRATEGY IN YOUR ORGANIZATION? THEN ATTEND THIS WORKSHOP AND LEARN FROM A LEADING EXPERT!

The 2-day workshop is taught at the
Centre for Health and Safety innovation:
5110 Creekbank Road
Mississauga, Ontario, L4W 0A1

What you'll learn in this workshop

1. Lean Workflow Simplification

- *The fundamentals of work simplification and process mapping*
- *How to organize the improvement project*
- *Employee Involvement – Avoiding resistance*
- *Forming the improvement team*

2. Business Process Analysis & Installation

- *Data collection, interviewing and documentation*
- *Organizing the data and describing process flow*
- *Displaying and mapping the process*
- *Detailing the improvement – describing the AS IS versus TO BE process*
- *Calculating benefits*
- *Developing the implementation plan*
- *Preparing and presenting the proposal*
- *Coordinating and scheduling the implementation of the TO BE process*
- *Cases Studies*

Learning Objectives

- *Learn the conventions used in process mapping and establish a systematic approach to business process improvement*
- *Prepare business process flow maps*
- *Learn how to analyze process maps and identify opportunities for improvement*
- *Develop process maps that are easy-to-read, update, and ideal for auditing, training and maintaining ISO certification*

Date: June 13-14, 2012

Start: 8:30am :: Finish: 4:00pm

Continental Breakfast and Lunch provided

Dress Code: Business attire

Sessions, instructors, dates, fees, topics, materials and location are subject to change.

Some of our clients

*Atomic Energy of Canada Ltd,
Arcelor Mittal, ATS, Bank of
America, Bosch, Brose, CKF Inc.
Certified Management
Accountants, Copperweld,
Dofasco, Gates, Gennum,
Greatbatch, Husky, Icyne, Inc.,
Meridian, NRI, RIM,
TDS Logistics, Viqua,
Woodbridge Group
and more.....*

Workshop Leader

Andrew Milivojevic is a leading expert in business process improvement and the author and co-author of a number of publications where he has demonstrated the innovative use of Business Process Mapping, Work Simplification, Six Sigma and statistical methods to improve business performance and drive organizational excellence. Andrew is a professional engineer, an instructor at the University of Toronto, graduate advisor to the college of engineering at the Rochester Institute of Technology and fellow with the American Society for Quality.



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Improve business efficiency and positively engage your employees

Our 2-day workshop is a sensible way to improve business performance. Its common sense approach to process mapping and lean workflow simplification places the opportunity for process improvement with the people that do the work. Our methodology is modeled after the work simplification program that drove US productivity and economic supremacy during the first half of the last century. By far it is the best system for documenting, analyzing, mapping and improving business processes that will become the foundation for employee engagement and business process improvement in any organization. Leave this workshop ready to put your new skills to work immediately!



MESSAGE FROM THE WORKSHOP INSTRUCTOR



Industry has changed significantly. Today, the two largest sectors of the North American workforce are professional and clerical and the work they conduct is mostly tied to information processing. Over the last few decades, computers have been used as a way of improving both business and information processes. The rise of Six Sigma to improve quality and the introduction of Lean to improve flow are being used to drive business process improvement further. Today's business environment is experiencing a rebirth in process improvement, specifically in lean Workflow simplification. The study of work and its flow is seen as critical to driving organizational efficiency. In fact, former CEO Pat Haggerty described workflow simplification as;

"Texas Instruments most effective program for fostering personal involvement at all levels of the organization while yielding tangible benefits to the company."

I look forward to your participation in our workshop.

Andrew Milivojevich, P.Eng, M.Sc. ASQ Fellow, CQE, CSSBB, MBB., Program Director, Lean Work Flow Simplification
The Knowledge Management Group Inc.

**For additional information about the workshop please call the Program Director at:
905.290.1440 ext. 200**

**BUSINERSS PROCESS
SIMPLIFICATION
WORKSHOP**

2 DAYS

**WHY YOU SHOULD
TAKE OUR WORKSHOP**

- Learn how to manage projects with greater strategic focus and direction.
- Discover how to apply a common sense approach to reduce process waste.
- Find solutions that eliminate non-value added work, decrease operating costs and increase productivity.
- Increase employee participation and involvement.
- Document your business processes.
- Increase business competitiveness, corporate culture, and customer satisfaction.

Achieve Superior Business Results

"This is a fantastic tool that lets me visualize and understand the complexity of my business in minutes! It is so much easier to improve your business when you can see your business!"

J. Brown, Business Analyst

"This is a fantastic workshop! The tools and approach to business process mapping and improvement are second to none! This is real a common sense approach to business improvement."

S. Gilbert, Supervisor

"I was looking for an approach that would improve employee engagement. This workshop showed me how to use this approach to get people involved. The results were extraordinary!"

M. Pina, Human Resources

"This is a fantastic approach to Business Systems Analysis. It creates a common language so all people can speak the language of process improvement"

D. Hong, Systems Analyst

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