

## New Era Leadership Series:

# Improving Your Processes

Keeping costs down and improving efficiency are goals that all companies seek to achieve. In this series you will learn how to improve processes by eliminating waste, complexity, and redundancy, and you will develop the insight on how to target your process.

### Time:

3:00 pm to 4:30 pm

### Fee (per workshop):

**Client \$15**

**Non-client \$25**

Includes training materials and snacks.

### Registration:

**Call** 253-887-0746 or

### Email

[HFranzheim@NewEraHRSolutions.com](mailto:HFranzheim@NewEraHRSolutions.com)

You must confirm at least one week prior to the workshop.

### For Additional Info, Visit:

[www.NewEraHRSolutions.com](http://www.NewEraHRSolutions.com)

### About Harry Franzheim:

Harry has over 20 years of leadership and organizational development experience. He has held top HR executive positions for over 15 years and has created high-performing work systems with cutting-edge HR programs.



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November 16 / workshop #1

## INTRO TO SYSTEMS

Taming complex problems using system dynamics.

November 23 / workshop #2

## PROCESS MAPPING

Capturing current state and ideal state on paper.

November 30 / workshop #3

## VARIATION

Identifying the difference between the types of process variation.

December 7 / workshop #4

## VOICE OF THE PROCESS

Understanding and interpreting data with data analysis tools.

December 14 / workshop #5

## VOICE OF THE CUSTOMER

Understanding how customers view quality.

January 11 / workshop #6

## WASTE REDUCTION

Delivering what the customer wants quickly and efficiently.

January 18 / workshop #7

## CULTURE MANAGEMENT

Developing effective leadership skills of the culture change process.