



Process Mapping

Offered as part of the Lean Practitioner Certification



Your instructor:

Kacinda Ruiz is a learner, facilitator, coach and admitted Lean geek with a passion for helping others see the world differently. She supports teams in achieving business results through sparking a conversation and being a catalyst for change. Her practical Lean experience includes working across a variety of transactional business processes in corporate and sales office environments, as well as manufacturing.

Mapping demonstrates how Lean thinking can reduce process timelines and improve quality and delivery to schedule. In this session, you will map out real processes and learn about pre and post mapping tools to add to your personal toolbox. Did you know 70% of process improvements are not sustained? We tend to focus on the process side and forget about the people side of change. You will learn a simple 3-step process for change management and leave with an entire cache of tools to assist you through successful process improvement deployment and sustainment.

Tools learned include:

- ◆ Lean Principles for Mapping
- ◆ Pework for Successful Mapping Sessions
- ◆ Swim Lane Mapping, Value Stream, Spaghetti, Ideal State, and Future State Maps
- ◆ Post Mapping Tools
- ◆ The People Side of Change Management-3 Step Process

Who Should Attend: Supply Chain, Customer Service, Human Resources, Sales, Finance, Engineering and other support functions looking to shorten business process lead times and improve their outputs.

Thursday, December 2, 2021 8:00 a.m. – 4:00 p.m.

Fee: **MA members** : \$335 per person **Non-MA members:** \$435 per person
Receive a 10% discount if you register 14 days prior to the event!

Location: **Manufacturers Alliance Training Center**
8421 Wayzata Blvd, Suite 190
Golden Valley, MN 55426
(For directions and map go to www.mfrall.com)

Register: Registration is required. Reserve on-line at www.mfrall.com, by 3:00 p.m. on November 30, 2021. **Your satisfaction is guaranteed.**

Cancellation Policy: **No refunds** for cancellations after 3:00 p.m. November 30, 2021, or for no-shows at workshop. *(Substitutions accepted).*