

Measuring the Right Things

Learn to develop and use credible measures that will motivate



Your instructor:

Scott Bliss is Vice President of Operations & Chief Operating Officer at Innovize. He has more than 20 years of medical device leadership experience in manufacturing, developing associates, improving processes, and successfully launching new products. Scott holds a BS in Mechanical Engineering from the University of Minnesota and a MS in Manufacturing Systems from the University of St. Thomas.

“You get what you measure” is a truism among managers. Therefore, it is of critical importance that you “*measure the right things*” to get the performance you desire. In this case, the intended outcome is performance improvement. So, don’t get caught in the trap of using historical accounting measures to measure and motivate current and future performance improvements!

Course Objectives:

You will learn to develop and use credible measures that will motivate. Make sure they result in improved performance without optimizing one area at the expense of another. **Bring examples from your company of two successful and two not-so-successful measures for discussion that you are comfortable sharing with the group.**

- ◆ Determining the appropriate measure for the intended purpose
- ◆ Why measures fail
- ◆ Criteria for successful measures
- ◆ Aligning measures to broader goals
- ◆ Timing, display and style of reporting

Who Should Attend: Operations managers and supervisors, lean practitioners, and project leaders who are responsible for driving and sustaining continuous improvement as well as determining the success of the work of others.

Tuesday, December 14, 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)

Reservations: For instant confirmation, reserve on-line at www.mfrall.com by 3:00 p.m. December 10, 2021. **Your satisfaction is guaranteed.**

Cancellation Policy: **No refunds** for cancellations after 3:00 p.m. December 10, 2021, or for no-shows at workshop. (*Substitutions accepted*)