

# *Advanced Lean in Service*

A public seminar on April 22, 2014 sponsored by

*Charles A. Liedtke, Ph.D., Owner*

*Strategic Improvement Systems*

*Strategy / Quality / Analytics / Improvement / Innovation*

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

## **Seminar Description**

Lean systems and activities are now commonplace in manufacturing organizations throughout the world. What about service organizations? This application-oriented seminar will expose participants to some of the global best practices related to Lean in service organizations. Practical examples and case studies will be used to illustrate how manufacturing-oriented Lean concepts, tools, and techniques can be applied to service systems and processes. Providing a service is not the same as producing a manufactured product. Participants will learn how to create sustainable service systems and structures to identify, prioritize, and attack waste-out opportunities leading to value-added customer experiences.

## **Audience**

- Business Unit Leaders
- Service Line Leaders
- Division/Department Leaders
- Quality Management and Continuous Improvement Leaders
- Lean Six Sigma Experts

## **Topics**

- Types of Waste in Service Organizations
- Useful Lean Concepts, Tools, & Techniques for Service
- Creating a Customer Experience Model
- Service Lean Case Studies
- Super Seven Tool Set
- Crafting the Service Lean Deployment Roadmap
- Creating Sustainable Structures & Systems

## **Seminar Details**

**Date:** April 22, 2014 (8:15 a.m. to 3:30 p.m.)  
**Location:** Crowne Plaza in Plymouth, MN  
**Instructor:** Charles A. Liedtke, Ph.D., Strategic Improvement Systems  
**Limit:** 20 people  
**Food:** Complimentary breakfast from 7:30 a.m. and lunch buffet at 12:00 p.m.  
**Cost:** \$550 per person



# Strategic Improvement Systems



## Seminar Leader

**Charles A. Liedtke, Ph.D.** is the principal owner of Strategic Improvement Systems--a consulting company designed to assist leaders in improving the performance of their organization from a strategic perspective. Charles designs, develops, and delivers customized courses on such topics as Strategy, Strategic Planning, Hoshin Kanri, Operational Excellence, Performance Dashboards, Six Sigma, Statistical Methods, Project Sponsorship, Process Management, Daily Management, Analytics, Leading Change, Lean, Standardization, Discovery, Innovation, and Design for Six Sigma. Charles has served as an ad-hoc faculty member for the Wisconsin School of Business and as a research team member at the Carlson School of Management. He was the lead instructor for the Green Belt and Leadership Black Belt (LBB) courses sponsored by the Joseph M. Juran Center for Leadership in Quality at the Carlson School of Management.

Charles has worked with numerous organizations worldwide on strategic improvement initiatives including Fortune 500 companies, privately-held companies, non-profit organizations, and state government entities. In addition to his twenty-five years as an independent management consultant, Charles has worked as a statistical consultant at Process Management International, a regulatory specialist at Citibank, a project specialist in the Office of Quality Improvement at the University of Wisconsin-Madison, and an instructor for courses related to TQM and business statistics at UW-Madison and Iowa State University.

Charles earned a Ph.D. in business from the UW-Madison specializing in strategy, strategic improvement, operations management, and quantitative analysis. He also earned an M.B.A. from UW-Madison. His Ph.D. dissertation is titled, "Horizontal Interaction During Strategic Improvement Initiatives: A Study Involving Six Quality-Oriented Organizations." Charles has also conducted academic research on Six Sigma, Lean, Process Management, Knowledge Management, Visioning, Hoshin Kanri, Long-Term Planning, Preserving Quality Superiority, Product and Service Design, Discovery, and Process Improvement. Charles also earned a Ph.D. minor in statistics from UW-Madison, an M.S. degree in statistics from Iowa State University, and a B.S. degree in economics from South Dakota State University.

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## **Seminar Venue**

Crowne Plaza  
Minneapolis West  
A Hotel and Conference Center  
3131 Campus Drive  
Plymouth, MN 55441

## **Seminar Date**

April 22, 2014

## **Registration Information**

Fee of \$550 per participant includes:

- Seminar attendance
- Set of learning materials
- Breakfast, lunch buffet, and refreshments

## **Payment Policy/Substitutions/Cancellations**

Registration must be completed and registration fees must be paid by check or credit card by April 15, 2014. Purchase orders are acceptable and should be submitted prior to April 15, 2014. Please contact Charles Liedtke if you would like to pay using a credit card. Registration is transferable to another person (*substitution*) at any time until the seminar begins. A full refund will be made for cancellations made in writing by April 15, 2014.

## **Questions**

For questions please call Charles Liedtke at (952) 380-0778 or email: [caliedtke@aol.com](mailto:caliedtke@aol.com). Please complete and submit the registration form below with a (1) credit card request, a (2) check made payable to "Strategic Improvement Systems" or a (3) purchase order no later than April 15, 2014 to:

Charles A. Liedtke, Ph.D.  
Strategic Improvement Systems  
6231 Hummingbird Road  
Excelsior, MN 55331  
[www.strategicimprovementsystems.com](http://www.strategicimprovementsystems.com)

# *Advanced Lean in Service*

## **Registration Form** (mailed forms or e-mailed scanned forms are acceptable)

Organization: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Contact Phone Number: \_\_\_\_\_

Contact E-Mail Address: \_\_\_\_\_

Primary Contact Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Participants (Name, Position, E-Mail Address):

	Name	Position	E-Mail Address
1	_____	_____	_____
2	_____	_____	_____
3	_____	_____	_____
4	_____	_____	_____
5	_____	_____	_____

Mail to . . . Charles A. Liedtke, Ph.D.  
Strategic Improvement Systems  
6231 Hummingbird Road  
Excelsior, MN 55331  
or e-mail caliedtke@aol.com

**Privacy Notice:** The above information will only be used for internal administrative purposes and will not be shared with any third party.