

Creating Successful Standards

A public course on August 31, 2017 instructed by

Charles A. Liedtke, Ph.D.

Strategic Improvement Systems, LLC

Strategy / Quality / Analytics / Improvement / Innovation

www.strategicimprovementsystems.com

Course Description

Standards form the foundation of an efficient and effective work system and enable the capture and spread of core knowledge. They can also form the foundation of a strategic improvement system. A *standard* is an *agreement* between the members of a work system and *standardization* is the process for creating, implementing, managing, and reviewing a standard. The well-known Standardize-Do-Check-Act (SDCA) Cycle is a *best practice* standardization method. Standardization capabilities are essential for successful *Continuous Improvement* and *Lean Six Sigma* initiatives. This hands-on, application-oriented course introduces participants to *global best practices* related to standards and the *fundamentals of standardization* through useful examples and exercises. Organizations must move beyond dust-covered binders filled with ineffective standard operating procedures. The key is to create a dynamic work system that successfully responds to emergent issues and events through the rigorous use of workplace best practices.

Course Details

Instructor: Charles A. Liedtke, Ph.D., Strategic Improvement Systems, LLC

Date: August 31, 2017

Time: The course check-in starts at 7:30 a.m. The course is from 8:00 a.m. to 3:30 p.m.

Location: Crowne Plaza—Minneapolis West, 3131 Campus Drive, Plymouth, MN 55441

Price: \$450 (payment in full is due by August 24, 2017)

Maximum Class Size: 25 (space is limited)

Audience

- Business Unit, Service Line, & Division/Department Leaders
- Quality Management, Continuous Improvement, & Lean Six Sigma Experts
- Regulatory, Compliance, & Safety Professionals
- Front-Line Supervisors & Lead Workers

Topics

- Definition of a Standard & Types of Standards
- Visual Standards
- Prioritizing Standardization Opportunities
- Managing a Portfolio of Standards
- Expanded 5W & 2H Framework & the SDCA Cycle
- Reviewing Compliance (Adherence) & Results Using the Four Student Model
- Successfully Addressing Resistance to Change



Strategic Improvement Systems



Course Instructor

Charles A. Liedtke, Ph.D. is the President of Strategic Improvement Systems, LLC, a management consulting company designed to assist leaders in improving the performance of their organization from a strategic perspective. He started his career as a regulatory and project specialist in the banking industry. Charles conducts **research, consults**, and provides **customized training on *Strategy, Quality, Analytics, Improvement, and Innovation***. He has worked with organizations worldwide on strategic improvement initiatives including Fortune 500 companies, privately-held companies, non-profit organizations, and government entities. 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. He has served as an editor for the Japanese Society for Quality Control Standards on *Guidelines for Daily Management* and *Guidelines for Policy Management*. His most recent research projects were on ***Quality, Analytics, and Big Data*** and ***Big Data in Hoshin Kanri***.

Charles earned a **Ph.D. in Business – Operations and Information Management** from the University of Wisconsin-Madison specializing in strategy; strategic improvement; and quantitative analysis. His Ph.D. dissertation is titled, "Horizontal Interaction During Strategic Improvement Initiatives: A Study Involving Six Quality-Oriented Organizations." Charles has conducted research on Six Sigma, Lean, Process Management, Knowledge Management, Visioning, Hoshin Kanri, Long-Term Planning, Preserving Quality Superiority, Product and Service Design, Discovery, Process Improvement, Analytics, and Big Data. Charles also earned an M.B.A. and 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.

Creating Successful Standards - Course Registration Information

Registration & Payment Information

To register . . .

Send an email message containing the information below **for each participant** to Charles at charles@sisliedtke.com

- Name
- Organization
- Title
- Email Address
- Payment Preference

Privacy Notice: The above information will only be used for internal administrative purposes by Strategic Improvement Systems, LLC and will not be shared with any third party.

To pay the registration fee of \$450 per person:

Payment in full for each participant must be received by **August 24, 2017**. There are **three different ways** that you can pay for the conference:

1) **Mail a check** to Charles at the address below with the registration information:

Charles A. Liedtke, Ph.D.
Strategic Improvement Systems, LLC
6231 Hummingbird Road
Excelsior, MN 55331

2) **Email a purchase order** to Charles with the registration information and you'll be invoiced.

3) **Email the registration information** to Charles and indicate that you would like to **pay by credit card**. Charles will send you an invoice through PayPal.

A person's registration is transferable to another person at any time until the conference begins on August 24, 2017. There will be an 80% refund (\$360) for a cancellation until August 24, 2017. There will be no cancellation refunds after August 24, 2017.

Price of **\$450** per participant includes:

- One day of hands-on, application-oriented training
- Learning material (booklet)
- Breakfast, lunch buffet, and refreshments during the day
- *Creating Successful Standards* certificate

Course Location

Crowne Plaza—Minneapolis West (near the intersection of I-494 & Highway 55)
3131 Campus Drive
Plymouth, MN 55441

For questions please contact Charles at (952) 380-0778 or charles@sisliedtke.com.