



# *Implementing Process Management*

*A Two Day Public Workshop Instructed by*

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

***Strategic Improvement Systems, LLC***

*Strategy / Quality / Analytics / Improvement / Innovation*

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

***March 20-21, 2019***

## **Workshop Details**

**Description:** Most leaders of organizations today realize that some of their most important processes should be formally managed, improved, and innovated. Process Management is the proven approach for creating, managing, controlling, improving, and innovating important organizational processes. Process teams attend this hands-on, action-oriented workshop to begin the journey of implementing Process Management on targeted organizational processes. By the end of the two days each process team will have successfully launched and made significant progress in the Early Implementation Phase of Process Management.

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

**Price:** \$750

**Date:** March 20-21, 2019

**Times:** 7:15 a.m. to 8:00 a.m.                      Check-In & Breakfast  
8:00 a.m. to 3:45 p.m.                              *Implementing Process Management* Workshop

**Topics:** *Process Management Overview, Types of Processes, Prioritizing and Targeting Key Processes, Forming Process Management Teams, System Thinking, Clarifying Process Roles and Responsibilities, Decision Rights, Building the Process Infrastructure, Creating a Process Dashboard, Formalizing the Process Portfolio, Creating Successful Standards, Process Control Plans, Risk Analysis, Developing the Long-Term Strategic Process Plan*

**If you have any questions . . .** email Charles at [charles@sisliedtke.com](mailto:charles@sisliedtke.com).



**Strategic Improvement Systems**



### **Workshop Leader**

**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. 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. His most recent research projects were on *Quality, Analytics, and Big Data; Big Data in Hoshin Kanri*; and *Information-Based Customer Value Creation*.

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.

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## **Registration & Payment Information**

### **To register . . .**

Send an email message with the registration information below to [charles@sisliedtke.com](mailto:charles@sisliedtke.com)

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

### **To pay . . .**

**Payment in full** (\$750) must be received by **March 12, 2019**. There are three ways that you can pay for the workshop:

1) Mail a check to Charles at the address below with the registration information (above).

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

2) Submit a purchase order with the registration information and you will be sent an invoice.

3) Submit the registration information 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 workshop begins. There will be an 80% refund (\$600) for a cancellation until March 12, 2019. There are no cancellation refunds after March 12, 2019.

Price of **\$750** per participant includes:

- 12 hours of training
- Spiral bound workbook
- Breakfast, lunch buffet, and refreshments during the workshop
- *Implementing Process Management* certificate

## **Questions**

You can phone Charles at 952-380-0778 or email him at [charles@sisliedtke.com](mailto:charles@sisliedtke.com).

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