

Centre for Innovation, Management and Enterprise Education presents:

## **Lean Process Improvement**

The goal of “Lean” is to reduce waste and accelerate the flow of goods, customers, and information through a process. It provides employees with a set of tools and concepts they can use to continuously improve their work. This allows workers to spend more of their time adding value for their customers, and get that value to them sooner.

Also known as *Lean Manufacturing* or *Lean Enterprise*, this approach makes use of relatively simple tools and concepts. It is therefore a good entry point for firms that are just getting started in quality and process improvement. It has been used successfully at local organizations like MC Healthcare in Grimsby and the Regional Municipality of Niagara.

This interactive course will introduce you to the principles and practices of Lean, so that you can improve your own workplace. It will include examples from both services and manufacturing.

Wed. June 4, 2014, 9 a.m. - 4 p.m.  
Chamber Education Centre, 1 St. Paul St., St. Catharines  
\$299 plus HST (lunch included)

### **Instructor: Michael J Armstrong**

Michael J Armstrong is an Associate Professor in the Goodman School of Business. He holds a BSc, an MBA, and a PhD. Michael is certified by the American Society for Quality in Quality Management and as a Six Sigma Black Belt. His articles have appeared in many publications, including Quality Progress magazine and the Globe & Mail. Before his academic career, Michael worked as an aircraft maintenance manager. In 2012 he received both a Faculty Award for Excellence in Teaching and a Chancellor’s Chair for Teaching Excellence from Brock University.

*To register for any seminar, please call the Greater Niagara Chamber of Commerce Office: 905 684-2361 OR e-mail [admin@gncc.ca](mailto:admin@gncc.ca).*