



Lean Process Improvement with Fundamentals of Project and Change Management

Seattle, Washington – April 8-10, 2019

Approximately 25.5 CPE units in Management Services

Lean Process Improvement April 8-9

April 8: 8am - 5pm | April 9: 8am - 1pm

Course Description

Every organization is a collection of processes. These processes are the natural business activities you perform that produce value, serve customers and generate results. Many organizations follow dated policies and procedures because of the tradition of *“that’s how it’s always been done.”*

Process improvement techniques can greatly increase productivity and efficiency and/or reduce the cost of operations by eliminating waste and non-value added step and uncovering the root causes of systematic quality issues.

In most cases, *only a small percent of all activities supporting business processes add value for customers and end-users.*

Learning Objectives

By the end of this skill-building workshop, participants will:

- Describe the value of creating a lean culture to achieve organization excellence
- Apply Lean Six Sigma principles and tools to remove waste and improve processes
- Identify client value and collect critical to quality requirements
- Map current state end to end processes to visualize the value stream
- Utilize data to evaluate the speed, quality, and cost of services

Who Should Attend

Individuals interested in learning lean concepts and process mapping with a desire to improve performance. This session is highly interactive and the concepts are presented using games, exercises, and demonstrations. Participants will leave prepared to map/analyze their own processes.

Tomika Coates



Tomika Coates is the Director of Shared Services at University of California, Riverside (UCR).

She is responsible for implementing an optimized lean shared services environment. During her career in Human Resources and Payroll, she has lead individuals and teams through transformative change, to achieve organizational excellence, in both public and private sector environments. Prior to joining UCR, Tomika worked as a Learning and Organizational Development Manager and Certified Compensation Consultant. In these roles, she facilitated the development of a sales and service culture, implemented market competitive total cash compensation programs, and designed lean processes and systems.

She facilitates workshops on Lean Six Sigma, Time Driven Activity Based Costing, and Liberating Structures at UCR and serves as a Board member for the Network for Change and Continuous Innovation (NCCI).

Fundamentals of Project and Change Management **April 9-10**

April 9: 1pm - 5pm | April 10: 8am - 5pm

Course Description

Higher education is being buffeted by change but sadly seventy percent of all projects fail and what is sadder, fail for predictable reasons. For some schools an ad hoc approach to project planning and contracting undermine execution. For others, a lack of rigor in change planning and management mean resistance is rampant and every past failure must be relived. But regardless, the impact on results is the same: instead of achieving a new way of working the old way continues to assert itself.

Attendees in this highly interactive workshop will review how to avoid common project and change management issues. They will also review basic change processes and how these can be managed to minimize, and sometimes even avoid – yes, even avoid – resistance. There will be a number of hands on exercises to help participants build a change project plan for either a Lean or other improvement project.

Learning Objectives

- Identify the most common issues that undermine project management effort and discuss how to avoid them.
- How to frame change projects so project managers and school administrators work together instead of at cross purposes.
- Review stress and trust research to identify potential factors that may either slow your change program or stop it in its tracks.
- Master the change process and build a change plan to move from the old to a new way of working.
- Assess how your change may impact key stakeholders and develop strategies to mitigate those that will be most disruptive.
- Review the definition of change roles, including initiating sponsors, operating sponsors, change managers, advocates, and change recipients, and the basic relationships among these.
- Review common change risks, including ways to monitor and control these.

Key Takeaways

- Templates and strategies you can use to build a change program and diagnose change issues.
- Knowledge of basic change management principles, processes, terms and activities.
- Checklists for assessing program and change management risks.

Who Should Attend

This workshop is a natural next step for those who attend the Lean Process Improvement Workshop but will be useful for anyone managing a major change effort. This is a hands on workshop so exercises will be more meaningful when related to a specific change project. The subject matter will be suitable for individuals at any level of an institution who are interested in improving their leadership effectiveness.

Robert Spencer



Robert Spencer is the founder of Change Consulting Associates, a Bellevue-based firm specializing in change planning and leadership guidance. As a former Partner at Accenture he led their global Leadership Development practice and numerous transformational change programs. He has worked with Emory and Seattle Universities on leadership and technology change programs.

He is also an adjunct professor in SU's Albers School of Business & Economics where he teaches graduate management of change, business consulting and strategy courses. He has BS and MUS degrees from Portland State University, and has numerous change management certifications.

Registration Options

Member

Non-Member

3 Day Workshop (Both sessions)

\$600

\$700

1.5 Day Workshop (One session)

\$400

\$500

[**CLICK HERE TO REGISTER**](#)

Hotel and Travel Information

The Edgewater Hotel – Seattle's only waterfront hotel

2411 Alaskan Way - Seattle, WA 98121

Reservations: (800) 624-0670 | Hotel Direct: (206) 728-7000

- Located at Pier 67 in the heart of downtown Seattle
- Within walking distance to many attractions (Pike Place Market, Stadiums, Pioneer Square, Seattle Aquarium, Seattle Great Wheel)

Room Rate: \$189*/night

* Based on single occupancy, \$20 will be added for each additional guest. Rooms are available at this rate 2 days before and after the workshop, based on availability at the time of the request.

To reserve room:

Call 1-800-624-0670 and mention group code WACUBO or book room online at [The Edgewater Hotel](#)

Parking at the hotel:

- Valet event parking \$27/day
- Valet parking for overnight guests \$48/day (unlimited in and out)
- Offsite self-parking at Bell Street Pier Garage: \$14 Early Bird or \$18 for 7-8 hours



Contact Information

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Cancellation Information

Refunds will be given upon request 30 days prior to program, less a \$50 cancellation fee. Substitutions are allowed at any time at no additional charge.

Special Accomodation Information

If special accommodations are required, please advise at the time of your registration.



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