ROCHESTER COMMUNITY AND TECHNICAL COLLEGE
Center for Business and Workforce Education

Lean Office: Creating a Workplace of Precision and Speed

October 11th , 2018
8:30am-12:30pm
RCTC Heintz Center- Room HA110
$99 per person

Lean Office: Creating a Workplace of Precision and Speed

Now more than ever, customers expect swift and accurate service. A client utilizing the services of a CPA firm expects timely and precise preparation of tax documents during the tax season. A patient on an appointment to their physician expects timely and accurate performance of all medical services too. Even a distributor of a manufacturer's products expects timely and accurate service from their customer service representative. An organization, whether it is a manufacturer or professional service provider, cannot provide this level of service if it carries out processes containing wasteful practices and habits. Employees are not robots and we cannot expect them to behave like machines but we can equip them with processes that are defined, accurate, and precise, where waste is eliminated, customers get the service they want and become customers for life by choice.

Upon completion of this training, participants will be able to:

- Understand how to commit to a Lean Office
- Identify and implement Lean Metrics
- Understand the tools of standard work as well as 5S
- Apply mapping of current and future practices as well as relevant metrics
- Identify how to eliminate waste and recommend improvements
- How to level the demand for and create a continuous flow of office and administrative work

Contact Hours: 4 Hours
Instructor: Chuck Nemer

REGISTRATION FORM

Name: _____
Last **First** **M.I.**

Social Security Number: _____ ☐ **Male** ☐ **Female** **Date of Birth:** _____

Home Address: _____ **Apt/Unit #:** _____ **PO Box #:** _____

City, State, Zip: _____ **Primary Phone:** _____
Home **Work** **Cell**

E-mail Address: _____ **Alternate Phone:** _____
Home **Work** **Cell**

Payment Required At Time Of Registration
does not qualify for financial aid

Student Signature: _____ **Date:** _____

Payment Information: For payment and cancellation policies, please refer to our website: http://www.rctcbwe.com

☐ **Check #:** _____ By providing a check payment, you authorize RCTC to use the information from your check to make a one-time electronic funds transfer from your account or to process the payment as a check transaction. We will use your check to make an electronic fund transfer, funds may be withdrawn from your account the same day we receive payment, and you will not receive your check back from your financial institution.

Verification from Employer: **Send a letter, email** (workforceeducation@rctc.edu), or **fax** (507-280-3168) to authorize invoicing for the class

☐ **Company Billing** **Attn:** _____ **PO/Voucher #:** _____
Company Name: _____ **Work Phone:** _____
Company Address: _____ **City, State, Zip:** _____

Please call us with Registration Questions at 507-280-3157 or Fax in your registration to 507-280-3168