

# Operational Excellence One-Day Workshop



## When & Where:

Thursday, June 16<sup>th</sup>  
8:30 am- 5:00 pm

(Lunch and refreshments  
will be provided)

Northland Workforce  
Training Center  
683 Northland Avenue  
\*\* Entrance E \*\*  
Buffalo, NY 14211

## Cost:

\$90 per person\*  
(seating is limited)

## Registration:

[insyte-consulting.com/events](http://insyte-consulting.com/events)

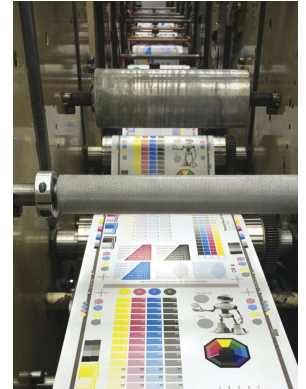
\*participants must bring a  
laptop for the simulation  
portion of the workshop



Utilize world class techniques to create a high-performing organization.

## Is your organization:

- Struggling to meet the monthly performance goals?
- Constantly expediting orders and running too much overtime?
- Getting customer complaints for late orders or long lead-times?
- Suffering from the "end of the month" syndrome?
- Finding it difficult to attract and retain the right employees?
- Losing business to competitors or not meeting sales targets?



## If you answered yes, attend this interactive workshop to learn:

- The necessary conditions to create a high-performance organization,
- The roles of leadership and customer focus,
- How to measure and establish the correct performance metrics,
- How to create a stable and capable delivery system,
- How to identify initiatives that could achieve a 20-25% productivity improvement with your current workforce,
- How to construct a strategy that achieves a competitive market advantage, and
- How to convert improved operational performance in to a market strategy to grow sales.

## About the presenter:

Max Krug, owner of Future State Engineering, has 35 years of experience in operations, with a focus on manufacturing and distribution companies. He coaches companies to help develop operational excellence strategies and provides hands-on mentoring and implementation support for the necessary and sufficient actions to become a high-performing organization. His education is in Industrial Engineering, and he utilizes Theory of Constraints, Lean and Total Quality Management techniques to achieve breakthrough performance improvement for organizations.