Continuous Process Improvement - Creating Excellence in Service Delivery

Tuesday, March 29
1:30 - 4:30
City Campus Union

- Are your customers/stakeholders frustrated by the processes your department uses?
- Do you ever think “There has got to be an easier way to get the work done?”

Learn about Continuous Process Improvement and the toolbox that puts the concept into action. Topics include:
- Identification of key processes and their desired outcomes
- Flow charting processes
- Use of flowcharts to identify the tasks/steps with the greatest potential for improvement
- Methods of data collection and analysis to guide the improvement process
- Development of a plan to implement the proposed improvements
- Tracking and evaluating the effectiveness of the change

Dr. Paula Wells has a B.S. and M.S. in Civil Engineering and a Ph.D. in Industrial Engineering and Management Systems. She is currently an Operations and Business Systems Analyst with The Wells Resource and an Adjunct Professor at the University of Nebraska College of Engineering, Business Administration and School of Public Administration.

Sponsored by the University Association for Administrative Development

UAAD and UNOPA Members $20
Non-members (includes UAAD Membership) $35

REGISTRATION

Registration forms with payment should be received by March 23, 2011

Name _____________________________________________

Campus Address______________________________________ Phone____________________

Payment Amount: ___$20 (UAAD/UNOPA member) ___$35 Non-member

Payment Method: ___Check enclosed ___ Bill Cost Object: _______________________

MAKE CHECKS PAYABLE TO UAAD Mail registration with Check or Cost Object to: Deb Dahlke, 314 Canfield Admin, City Campus (0428) or contact Deb at ddahlke2@unl.edu