PURPOSE:

To provide a Sneak Preview for the Performance Excellence Track, Seattle, May 22-24, 2022...

11:30  **Introduce the Annual Conference and this Track**
- Review how the PE Track will work
- Frame up the 8 worksessions
- Discuss Value Proposition for attending the PE Track and IIESE Conference

12:25  Close out and Adjourn
Tee-up for Webinar today

- Second Promotional Webinar for our Performance Excellence Track.

- The Council on Industrial and Systems Engineering partners with the Industry Advisory Board and Young Professionals Group to Organize and Deliver this Track on behalf of IISE each year.

- We'll make this hour informative but also something that adds value even if you can't attend the conference.

- The visual to the right is a conceptual framework that guided our programming for you, the customers and members of IISE.
Performance Excellence Track—Seattle 2022
21-24 May

Who We Designed the Track for:
- Industry Practitioners
- “ISE” function Leaders and Managers
- Young Professionals
- Students

Reasons to Attend:
- Critical, hot topic sessions
- **Benchmarking, learn from best in class organizations and ISE Thought Leaders**
- Networking and recruiting opportunities
- Effective, Efficient, High quality and value Learning and Development
- Actionable takeaways to Engineering Value for your Business

Accelerate Career Progress and Success
Creating and sustaining a Culture for Full Potential Performance
Operational Analytics to accelerate Benefits Realization
Business Process Improvement 4.0
Get Altitude on my life and job and career and have some fun
Expand my Network of Peers
Novel Approaches to mitigate SC Challenges

Performance Excellence
"the way we think and plan"
"the way we interconnect"
"the way we operate"
"the way we lead"
Council on Industrial & Systems Engineering

February Monthly Call
Perf Excellence Session
Leads

- David Poirier, CEO, The Poirier Group https://www.linkedin.com/in/poirierdavid/
- Christine Wisniewski, VP Ops Performance, Consumers Energy https://www.linkedin.com/in/cwiz/
- Kerri Alderman, VP Industrial Engineering UPS https://www.linkedin.com/in/kerri-alderman-9955734a/
- Joan Tafoya, Director-Global Data Center Ops, Meta https://www.linkedin.com/in/joantafoya/
- Scott Sink, Adjunct Prof, Virginia Tech https://www.linkedin.com/in/dscottsink/
- Jared Frederici, Senior Consultant, The Poirier Group https://www.linkedin.com/in/jaredfrederici/
- Ben Amaba, Global Chief Tech Officer, IBM https://www.linkedin.com/in/benamaba/
- Tiffany Sargant, Chief Technologist for Cloud, Intel https://www.linkedin.com/in/tiffanysargent/
Supporting CISE members for our Sessions

- Yves Belanger, SVP Supply Chain, Sobeys [https://www.linkedin.com/in/yvesbelanger/]
- Eduardo Toledo, VP Bus Excellence, Flex [https://www.linkedin.com/in/eduardo-toledo-040a226/]
- Sze Yee Thong, Flex [https://www.linkedin.com/in/sze-yee-thong-ph-d-62a4a930/]
- Chris Kelling, Mgr. IE and Eng Design, John Deere [https://www.linkedin.com/in/chris-kelling-43ba6313/]
- Renee Thiesing, VP of Products, Simio [https://www.linkedin.com/in/renee-thiesing/]
- David Reid, Sr. Principal Team Lead, Rest Experience ChickfilA, [https://www.linkedin.com/in/davidbreid/]
- Daniel Hardaway, Sr. Eng Mgr., GM [https://www.linkedin.com/in/daniel-hardaway-a052aa218/]
- Gabe Burnett, Dir and Chief Eng of IE, Boeing [https://www.linkedin.com/in/gabriel-burnett-768a6a4/]

CISE members will facilitate the small group breakout sessions
We have built a mini-conference specifically designed for Seasoned ISE Practitioners, Leaders and Managers of the ISE Function in Business and Industry and also ISE Students, soon to be or already Young Professionals.

The 8 focused Special Session Topics designed in these areas:

1. **Creating Cultures to Support Performance Excellence**: Hybrid Work Environments, Process Excellence Passion and Skills
2. **Resilience Engineering and Management**: Perspectives and Points of View
3. **Novel Approaches to Supply Chain Challenges**: Continuing to **broaden and deepen** your ISE foundational knowledge and skills
4. **Operational Analytics**: Data Sciences, Creating AHA Moments with your analytics, How to overcome data rich, information poor
5. **Integrated Systems Engineering**: Managing Complexity in Product and Service Design and Improvement

These Special Sessions will be delivered in a highly engaging fashion, Thought Leader Tee-ups followed by small group discussions and then a Plenary Metalogue. All sessions led by CISE members (senior ISE leaders in their organizations)
IISE Annual Conference
Seattle
22-24 May 2022

Operational/Performance Excellence Track is BACK!!

Special Sessions led by CISE thought leaders:

- Novel strategies & tactics for addressing supply chain challenges
- Managing Complexity with Integrated Systems Engineering
- Sustaining high performing cultures and process excellence in the face of hybrid work environments
- Business Process Management 4.0
- Operational Analytics—Driving Benefits Realization faster
8 Sessions that are ‘blended’ sharing and learning

Sr. Leaders from our CISE Member Organizations will provide thought leadership and structure for these workshop style sessions. They will tee-up the 80 minute sessions with framing aimed at helping you think in a structured, systematic fashion about critical Operational Excellence components/topics.


Sessions include opportunities to ‘teach2learn’, share your own valuable perspectives and points of view rather than just ‘death by powerpoint’. Build your network of professional colleagues and peers.

Great VALUE for you and your company—we’ve assembled a team of thought leaders you won’t find anywhere else...

6. Scott Sink—Va Tech & TPG: Operational Analytics—The art and science of designing and developing effective performance measurement, evaluation and improvement systems.
8. David Poirier—The Poirier Group & TBD: Sustaining Cultures and High Performance in an era of hybrid work environments
9. The ISE Outstanding Capstone Senior Design Showcase and Finalists Presentations: Join the CISE Team for our annual ISE Capstone Poster Showcase and Leadership Mixer. This is a highlight of the Annual Conference for most industry participants. A great opportunity to see the top 20 ISE Senior Design Capstone Projects. Mix and Mingle with the CISE team and the students from some of our great ISE Departments.

Hot topics of critical importance to leaders, managers, young professionals engaged in operational excellence work

1. Joan Tafoya—Meta & Victoria Jordan—Emory Healthcare: Building a culture of continuous improvement and a passion for process excellence: ideas and learnings to build from your organization’s current state to where you want to be.
2. Kerri Alderman—UPS & Eleke Ukpabi—Ruan: Novel strategies and tactics to address Supply Chain Challenges
4. Ben Amaba—IBM & Renee Thiesing—Simio: How to create insights and provoke timely decisions and actions in the face of all the data

Seattle, IISE Annual Conference, CISE’s Performance Excellence Track—See you there!!

10. The Outstanding Service Systems Engineering Competition Finalist Presentations (Vittal Prabhu)

IISE partners with the Penn State Service Systems Engineering Program in the IME Department each year to recognize the Outstanding Service Systems Engineering improvement initiatives, programs and in projects. This is perhaps the most rapidly growing domain of application for ISE and the projects that compete each year from business, industry, academia, government are outstanding.

Other Performance Excellence mini-sessions: We’ll have another 10+ short, :20 presentations that will be programmed on Tuesday to round out our Performance Excellence Track.

Don’t forget our fantastic Keynote Presentations Sunday, Monday and Tuesday mornings.

https://www.iise.org/Annual/details
<table>
<thead>
<tr>
<th>Sunday, 22 May</th>
<th>Monday, 23 May</th>
<th>Tuesday, 24 May</th>
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<tbody>
<tr>
<td>Maintaining and Strengthening Corp Cultures in this Era of Hybrid Work (David P, Joan T)</td>
<td>Building a Culture of Cont Imp and passion for fixing processes (Victoria, Joan)</td>
<td>• Applying Lean Methodologies to Administrative Services</td>
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<tr>
<td>Conference Keynote</td>
<td>Conference Keynote:</td>
<td>• The Silver Bullet for Virtual Process Improvement—Value, Visualization, and Viral Whiteboards</td>
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<tr>
<td>Resilience Engineering and Management in the face of VUCA (Jim D., Christine W., Chris K )</td>
<td>Operational Excellence: Business Process Management 4.0 (Jared F., Eren, Eduardo)</td>
<td>• Delivering, magically creating and printing smiles; lessons on the value of service ISE’s</td>
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<tr>
<td>Novel Approaches to Supply Chain Challenges (Eleke &amp; Kerri)</td>
<td>Operational Analytics (Scott, Thomas)</td>
<td>Conference Keynote</td>
</tr>
<tr>
<td>Creating Insights and Knowledge to Action from all the Data (Ben, Renee)</td>
<td>Managing Complexity in Products and Services: Integrated Systems Engineering (Tiffany, Ben)</td>
<td>• Advanced Analytics and AI for Predicting Operational Disruptions</td>
</tr>
<tr>
<td>CISE Capstone Showcase and Leadership Mixer (Members of CISE will be part of the Capstone Judging Panel at this Event)</td>
<td>Lots of Receptions to go to at this time</td>
<td>• Neural Networks and AI with Systems Analysis and Design</td>
</tr>
<tr>
<td>Dinner on own or in small CISE groups</td>
<td>Annual IISE Honors and Awards Receptions and Banquet</td>
<td>• The Essential Leader: Creating Workplaces that work for all</td>
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<td></td>
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<td>• Strategy and tools for Transformation Leaders</td>
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<td>• What Leaders look for in Promoting IE’s into Management</td>
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<td></td>
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<td>• Supplier Performance Development: A task in Supplier Development</td>
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<td></td>
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<td>• Process and Capacity Optimization in Cybersecurity</td>
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<td>• Leading through the Crisis the Toyota Way</td>
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Standard Model for each Session (80 minutes)

- A CISE session lead with frame the focus/topic with ‘thought leader’ frameworks, perspectives and points of view. (TedX format, 12-15 minutes)

- The Session Lead will tee up small group (size and number will vary depending on total attendance at session) dialogue sessions (20 minutes) with a ‘task statement’. A CISE member will facilitate the breakout discussion with attendees.

- The CISE Session Lead will convene and facilitate a plenary metalogue that starts with a very short summary of high points from the small group breakouts. (~ 20 minutes)

- The Session lead will facilitate the last module (:20) to recap and bring the conversation back to the Frameworks presented in the opening tee-up.
The focus of this session will be about exploring models for Continuous Improvement, that help your organization build from current state to where you want to be.

Victoria Jordan
Vice President, Quality and Patient Safety

Joan Tafoya
Director, Global Data Center Operations

All models are wrong, but some are useful. Join us for an interactive discussion on various models and when they best could be applied to build employee engagement in your continuous improvement efforts.
Data Sciences: Creating Insights from a ‘sea’ of data

The focus of this session will be on the science of how to deal with ‘data rich and ‘knowledge and wisdom poor’.

Ben Amaba, IBM and Renee Thiesing, Simio.
Catch them if you can: How leaders in data and analytics have pulled ahead

As data and analytics transform industries at an ever-quicker pace, the strategies and organizational cultures of leading companies offer others a road map for success.
**Figure 1: A Roadmap to Digital Business Transformation**

<table>
<thead>
<tr>
<th>Customer Experience</th>
<th>Integrated Experience</th>
<th>Future Ready</th>
<th>Silos and Spaghetti</th>
<th>Industrialized</th>
<th>Operational Efficiency</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• An integrated (often simulated) customer experience despite complex operations</td>
<td>• Both innovative and lower cost</td>
<td>• Product driven</td>
<td>• Plug and play products/services</td>
<td>Improving cost-to-income ratio</td>
</tr>
<tr>
<td></td>
<td>• Strong design and UX</td>
<td>• Great customer experience</td>
<td>• A complex landscape of processes, systems, and data</td>
<td>• Service-enabled “crown jewels”</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Rich mobile experience including the purchase process</td>
<td>• Modular and agile</td>
<td>• Performance reliant on heroics</td>
<td>• Standardized processes</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Data as a strategic asset</td>
<td></td>
<td>• Single source of truth for data</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Ecosystems ready</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Traditional</td>
<td>15%</td>
<td>-3.6</td>
<td>23%</td>
<td>+16.0</td>
<td></td>
</tr>
<tr>
<td>Transformed</td>
<td>51%</td>
<td>-5.0</td>
<td>11%</td>
<td>+4.6</td>
<td></td>
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</tbody>
</table>

**Key**

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<th>% of firms in this quadrant</th>
<th>Percentage points of margin above or below the industry average</th>
</tr>
</thead>
</table>

Sources: MIT CISR 2015 CIO Digital Disruption Survey (N=413) and over fifty conversations with executives in 2016 about their goals for digital business transformation. Quadrants are derived from this data and are splits at 2/3 along each axis. Customer Experience = combined effectiveness on customer knowledge, omnichannel capability, customer experience projects, and customer experience performance. Operational Efficiency = combined effectiveness on automation and employee productivity projects, % of core capabilities with APIs, and cost of operations performance. Profitability (net margin) is adjusted for industry.
"Information is not knowledge. The only source of knowledge is experience. You need experience to gain wisdom." — Albert Einstein

Join us at the Performance Track for Data

Figure 1. SCM Data Volume and Velocity vs. Variety
Managing Complexity: The art and science of Integrated Systems Engineering

The focus of this session will be on how ISE’s can lead and contribute to managing complexity in product and service systems.

Tiffany Sargent, Intel, will lead this session with Ben Amaba
The focus of this session will be on sharing novel approaches to Supply Chain Challenges today. Kerri Alderman, UPS and Eleke Ukpabi, Ruan will co-lead this session.
IISE Global Performance Excellence on-demand Webinars


77 timely, informative, developmental Webinars produced over the past 3 years on a comprehensive spectrum of Performance Excellence Topics—At your finger tips, on-demand.

Compliments of IISE Chapter #1, CISE.
An example of an image we might utilize

Industry 4.0 Supply Chain

SUPPLY CHAIN: ____________________________

SOURCE: CAPGEMINI
The traditional view on SCM

Supply Chain Management (SCM) Process

1. Develop
2. Plan
3. Source
4. Make
5. Deliver
6. Return

Supply Chain Management (SCM) Flow

- **Material**
  - Supplier
  - Plant
  - Distribution Center
  - Customer

- **Information**
  - Supplier
  - Plant
  - Distribution Center
  - Customer

- **Money**


Dr. Thorsten Wuest
thwuest@mail.wvu.edu
From SCM to Digital Supply Networks

Develop  Plan  Source  Make  Deliver  Return


Dr. Thorsten Wuest
thwuest@mail.wvu.edu
Digital Supply Networks

- Transition from sequential SC processes to network structure build around capabilities
- Focused on customer - fulfilling requirements and demand
- Embraces disruptive digital technologies
- Digital core at the center to connect nodes
- NOT a technology implementation framework!
- Aims at critically assessing status quo and developing a strategic vision and implementation roadmap

The focus in this session is on how to sustain a high performance culture in the face of Hybrid Work Systems. David Poirier and Joan Tafoya will co-lead this session.
The focus of this session is on how to engineer improved resilience in the face of growing VUCA. Chris Kelling, John Deere, Christine Wisniewski, Consumers Energy, and Scott Sink will lead this session.
Example of a ‘framework’ we’ll position and discuss
The focus of this session will be on emerging innovations in Business Process Management. Jared Frederici, The Poirier Group, will co-lead this with Eduardo Toledo, Flex.
Leveraging a variant of the CMMI model, we can assess the maturity of an organization’s BPM competency among specific attributes. There is a high correlation between mature organizations and business longevity. TPG see’s an average maturity index of **2.4 / 6** across it’s past ~**300** projects.

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**1. Ad Hoc**

- Controlled chaos. Things get done; we don’t really know how. Process is art. Process isn’t documented.

**2. Managed**

- Processes are written down. People thought through current state. Some is outdated and processes are broken. A few digital workflows may exist but is sparse.

**3. CI, BPI**

- Future-state has been designed and somewhat implemented. Processes are fairly fresh, and we are fixing many as an organizational competency. Many workflows are virtual, some are automated.

**4. PDSA**

- A mature competency exists to both document new processes and fix broken processes dynamically. Processes are documented, many virtually with dynamic workflows and the system is governed by people and technology.

**5. Automated**

- Most process is digital, via a “digital twin”. Process mining exists and process data is constantly analyzed. All or most of those processes that can be automated, are, leveraging RPA, AI and other advanced tools. Governance is rigorous, tight and controlled.

**6. Autonomous**

- Algorithmic-based programs analyze dynamic process data that has been mined and automatically both predict and mitigate process breakdowns autonomously (Autonomous Business Process – ABP). Human intervention is only required if the business rules call for it, or if a decision is needed a human can make better than a machine.
Operational Analytics

The focus of this session will be on Designing and Developing improved Operational Analytics “Systems”. Scott Sink, Va Tech and The Poirier Group will lead this session with Ben Amaba, IBM.

We’ll also highlight IISE’s Operational Analytics Certification Program.
Moving from Ad Hoc, Process Maturity Level 1 with Operational Analytics to PML’s 3-5 as appropriate.

A nice picture for Op Analytics I think...
Outstanding Capstone Sr Design Award Competition

Outstanding ISE Capstone Sr. Design Award
Participate in the ISE Capstone Showcase on Sunday and vote for the top 3 from the top 20 Capstone Projects in the Academic Year 2018-2019. Then, on Monday morning, come hear in-depth about the top three projects you voted for on Sunday.

20 Semi-Finalists from 15 Departments

Participate in this Award Process

Sunday, 19 May - Gatlin A Foyer
11:00-6:00 Posters on Display
3:30-5:15 Formal “Judging” of Projects
6:00-7:30 CISE Leadership Mixer, Capstone Award Finalists Announced

Monday, 20 May
8:00-9:20 am Top 3 Presentations, Gatlin A-1
7:30-9:30 pm Winners Announced at H&A Banquet

• 4th year for award
• Sponsored by CISE, Scott and Beatrice Sink, and a number of ISE Departments
• Poster Showcase on Sunday 11-4
• Leadership Mixer 5:30-6:30 Finalists will be announced.
• Finalist Presentations Monday, first session.
• Winner Announcement at the Honors and Awards Banquet Monday evening.

Thank you to the sponsors of this new award

Virginia Tech
Virginia Commonwealth University
See the top 20 project posters/presentations and participate in selecting the top 3.
Service Systems Engineering

From SEBoK (Systems Engineering Book of Knowledge):

“Service systems engineering (SSE) is a multidisciplinary approach to manage and design value co-creation of a service system. It extends the holistic view of a system to a customer-centric, end-to-end view of service system design. Service systems engineers must play the role of an integrator by considering the interface requirements for the interoperability of service system entities, not only for technical integration, but also for the processes and organization required for optimal customer experience during service operations.”

Finalists:

• Interim Healthcare—Employee Retention
• Optamo—Inmate Assignment and Transportation
• OSU Student Life—Annual Move-in Flow and Reduction of Parent wait times
• PSU SEE—Real Time Optimization for Snow Removal
• FIR—Dynamic Task and Resource Management for Offshore Windfarms
• PSU Health—Value Improvement in Total Hip and Knee Arthroplasty—Improving Outcomes and Costs

Committee: Gloria Bender, Roman Hlutkowsky, Tarun Mohan Lal, Lauren Todd, Sreekanth Ramakrishnan, Steve Savoie

Charles R. Schneider
Founder and Chairman
U.S. Security Associates, Inc.
Rubric for the Award

Nominees will be judged by their accomplishments in the following areas:

• The Service Systems Engineering (SSE) implementation initiative is innovative
• The SSE implementation initiative has met clear, measurable performance objectives
• The SSE initiative has clear, significant impact on the growth and evolution of the application of ISE Principles and Methods to Service Providing Enterprises
• The SSE implementation approach is logical, clear, and well communicated
• The SSE implementation initiative used ISE (e.g. ISE BoK) tools and techniques
• The SSE implementation initiative derived or has the potential for significant and measurable outcomes such as improved customer satisfaction, improved effectiveness, improved efficiency, improved productivity, improved quality of work life, improved profitability or budget optimization
• (For academic submissions only) The SSE implementation initiative demonstrates theoretical and methodological advances to the field of service systems engineering. Innovative approaches to SSE curricula are also eligible for the academic award
We also want to help you grow your personal and professional networks and what better way to do it that at an Annual, International Conference filled with ISE Peers from across many different Organizations. You can accelerate your high quality “Linkedin’s” rapidy with our help!!

On Sunday evening, you’ll be invited to our Annual “Leadership Mixer” and after the first day of great professional development sessions be able to ‘mix and mingle’ 1on1 and in small groups.

The chart on right says higher effort higher value, we make it low effort and Higher Value by providing and facilitating the opportunity to meet great, successful talent in our field from across the World, literally.
Customer and Member Satisfaction and Feedback Survey

IISE Annual Conference: Performance Excellence Track Sneak Preview

You can download the deck (handouts)
You can go to this IISE link soon and get deck and recording.

Certificates of Participation will be e-mailed to you within 3 business days.
2022 Webinar Topics under Development

- How to design and develop Balance Scorecard Systems
- Integrated LeanSigma Case Examples
- Best of Best ISE Capstone Sr Design Case Reviews
- How to design, develop, deploy Operational Excellence Programs
- And more, 1-2 per month for 2022.

And don’t forget IISE’s new Operational Analytics Certification Program...
An Operational Analytics Certification will significantly enhance your foundational training

Overview

Organizations are swimming in data, colloquially they are data rich and information poor.

Migrating from Data to Information to Insights and Understanding to Decisions/Actions and ultimately to Business Benefits Realization is the end game.

Organizations are losing at this game today because they don’t have the right knowledge and skill sets to execute the right strategies to harness the power coming from More Data and the ability to move it faster.

Professionals, perhaps most importantly, students in ISE, that become proficient at Operational Analytics will have unprecedented career opportunities.

This program is focused on building your knowledge and skills in a tiered fashion—Understanding to Principles, Methods, Tools to Application Skill Development as the foundation. This comes from this initial blended training program.

Sitting on top of that base, we’ll support your migration to higher levels of Mastery (Analysis, Solution Creation, System Design and Development, Deployment) with the Certification portion of this program.

Investment Requirement

Certificate:
~ 3-6 mos. Elapsed time
~ 220 hours (e.g. equivalent to 1, 3 credit hour U/G level class
$450 for ISE Students (must be members of IISE)
$575 for Professional ISE members, $725 for professional, non IISE members

Certification:
$250 for Student ISE members
$950 for Professional ISE Members, $1250 for Professional Non-Members of IISE
We had several target audiences in mind when we designed and developed this course:

1. Industrial and Systems Engineering Undergrads (Seniors) and Grads who want to augment their BSISE degrees;
2. Young Professionals who want to expand Career possibilities, strengthen Resumes, Linkedin Profiles and have a strong appetite for Analytics;
3. Business Intelligence Professionals who sense that there is more to Analytics than just creating lots of Power BI Reports and realize the real Leaders and Managers are overwhelmed with Data and frustrated that they can’t get IT to support them, as customers, better.

Our Faculty Member, Ben Amaba, likes this slide!!
We have 10 Core Modules in the Course:

1. Course Overview and Guidance
2. Operational Analytics Perspectives and Points of View from Thought Leaders
3. Operational Analytics: The Data Management Role
4. Operational Analytics: The Analyst Role
5. Operational Analytics: The Data Scientist Role
6. Operational Analytics: Business Process Improvement and Integrated LeanSigma Role
7. Visible Measurement Systems, how to deploy to support Study-Adjust
8. Operational Analytics: The Management Systems Engineer Role
9. Operational Analytics: Case Studies
10. Operational Analytics Final Exam

Learning Objectives

• Understand the Fundamentals of Operational Analytics through the Voice of Thought Leaders in this field

• Understand and Practice with the Data Management Role—how to get data, store it, organize it, cleanse it, integrate it....

• Understand and Practice with the Data Analyst Role—how to understand the voice of the ‘customer’, how to understand the fundamental questions that need answered, how to convert data to usable information

• Understand Data Sciences—advanced data capture, data management, data analytics by building intelligence and learning into our ‘machines’

• Understand and Practice with the application of Op Analytics to Business Process Improvement and Integrated LeanSigma

• Understand and practice how to bring all this together in the form of Engineered Management Systems and to integrate in Visible Measurement Systems and effective Study-Adjust processes.
Recently pre-recorded webinar recordings in 60 minute digestible chunks provided by thought leaders and faculty in our program. On-Demand.

Best-in-class Case Studies

- Op Analytics embedded in Process Improvement Projects (6 practical, industry diverse tollgate decks to help you internalize how this works)
- Data Sets from real world projects to aid you in developing reduce to practice skills

The LearnUpon LMS is intuitive and easy to use and has a way for us to Track your Practice work and interact as appropriate.

Virtual Coaching Sessions by Module provided by Faculty

Community Q&A/Chat Boards.

Live, synchronous training sessions monthly.
Competency Development Model

- Take the course, pass the exam
- Foundational Principles, Methods, Tools (Certificate)
- Reduction to Practice Skills (Certification)
- Advanced Mastery Level (Advanced Certification)
- Successfully Complete an OA Project (prove you can reduce to practice)
- Complete the Mastery Level Program (In Development) Proof of breadth and depth
- Take the course, pass the exam
Special Offer to Webinar Participants today...

https://www.iise.org/TrainingCenter/CourseDetail/?EventCode=OAO

The 10% off Coupon Code is OpAnalytics10