MANAGING BUSINESS PROCESSES FOR PERFORMANCE

A two-day program to help you analyze business processes, accurately assess capacity and profitably maximize output within your organization.

Top providers of products and services know that there is much more to the business than just delivery to a customer. How can you maximize output in the most responsible, profitable way and best match supply to demand? How can you identify, and fix issues and bottlenecks that may be keeping your business from moving to the next level? How can you ensure that whatever you promise your customer is not only doable, but also efficient and profitable?

Learn the foundations of operations and process flow management through this unique program, which gives you the tools you need to identify and optimize processes within your business. Find out how to strategically align elements in your organization, including your target market, using experiential simulations to dive into issues related to supply chain, team dynamics and problem solving.

Anyone who works in operations, process management or interfaces with an operations department will benefit from this hands-on, team-based learning experience, complete with thought-provoking case studies.

The Bottom Line for You and Your Organization

You’ll learn skills you can apply right away, including:

- Analyzing processes and identifying capacity and bottlenecks
- Investigating the impact of variability on processes
- Judging the effectiveness of service processes
- Assessing and collaborating within supply chains
- Implementing just-in-time production and lean manufacturing principles
- Deciding how best to launch, plan, deliver, and close out a project
- Identifying insights and ideas to apply to future projects

Your Instructors*

Michael Lapré, Drs, PhD
E. Bronson Ingram Research Professor of Operations Management
Michael A. Lapré is an internationally-known expert on organizational learning curves, especially improving organizational performance. Professor Lapré’s articles have appeared in top journals, such as *Harvard Business Review* and *Management Science*. He has been awarded the Shingo Research Prize, the Stan Hardy Award (twice) and Wickham Skinner Awards for Best Paper (thrice). Professor Lapré has served on many editorial boards for journals in his field.

Nancy Hyer, MBA, PhD
Associate Professor of Operations Management
Associate Dean, MBA Programs
Vanderbilt Owen Graduate School of Management


*Program content and faculty subject to change; check website for details.*
# Managing Business Processes for Performance—Sample Schedule*

<table>
<thead>
<tr>
<th>AM</th>
<th>PM</th>
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<tbody>
<tr>
<td><strong>Day 1</strong></td>
<td><strong>Day 2</strong></td>
</tr>
<tr>
<td>Introduction: Process Flows and Bottlenecks</td>
<td>Supply Chain Collaboration</td>
</tr>
<tr>
<td>Impact of Variability in Processes</td>
<td>Just-in-Time Production and Lean Manufacturing</td>
</tr>
<tr>
<td>Processes in Services</td>
<td>Project Management</td>
</tr>
<tr>
<td>Processes Across Firms: Supply Chain Dynamics</td>
<td>Project Scheduling</td>
</tr>
</tbody>
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Classes typically run from 8:00 a.m. to 4:30 p.m. (Central). Breaks are scheduled in a.m., p.m. and for lunch. Schedule is subject to change.

### Who Should Attend
- C-Suite Executives
- Supply Chain Managers and Directors
- Consultants Working to Improve Process Flow
- Project Managers Interfacing with Operations
- Process Flow Specialists

### Cost
$1,980
Cost includes tuition, instructional materials, continental breakfast and lunch (all days).

*Program content and faculty subject to change; check website for details.

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### About the Vanderbilt Executive Development Institute

The Vanderbilt Executive Development Institute at the Owen Graduate School of Management offers proven and practical programs to help individuals and organizations refresh, engage and strengthen management expertise. Open Enrollment Programs for individuals are short, highly focused programs in areas of Leadership, Management and Strategy. Custom Programs for organizations are custom-built and are uniquely tailored to help each client tackle a specific organizational need or to achieve its developmental goals for established and emerging leaders.

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Vanderbilt Owen Graduate School of Management is ranked as a top institution by *BusinessWeek*, the *Wall Street Journal*, *U.S. News & World Report*, *Financial Times* and *Forbes*.

Visit our website for more information regarding programs and schedules, faculty biographies, online registration and maps and directions.

Scan this code to view upcoming programs and dates.

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