FUTURE STATE ENGINEERING

SHARED BY SAMA · FREE ON MICROSOFT TEAMS

OPERATIONAL EXCELLENCE LUNCH & LEARN SERIES

Five lunch hours that change how your operation runs

Practical sessions for plant and operations leaders on culture, engagement, productivity, sustainability and ownership.

Tuesdays, Nov 10 – Dec 8 | **12:00–1:00 PM EST** | **No cost to attend**



NOV 10

SESSION 1

Foundations of Operational Excellence

The conditions a high-performing organization needs, and how to fit operational excellence to it.



NOV 17

SESSION 2

Leveraging Employee Engagement to Achieve Buy-in and Build Accountability

The right KPIs, real-time feedback on every process, and the questions that earn buy-in.



NOV 24

SESSION 3

Improving Organizational Productivity

Flow in your environment, productive work versus busy work, and an employee skills matrix.



DEC 1

SESSION 4

Creating Sustainability

Visual management, a shorter management window, and the move from reactive to proactive.



DEC 8

SESSION 5 · CO-PRESENTED WITH RENE DE CONING

Creating Ownership & Accountability

Shift from solving problems for people to people who own the outcome.

YOUR PRESENTERS



Max Krug
Owner, Future State Engineering



Rene De Coning
President, MustardSeed Consulting

EVERY SESSION INCLUDES

- 45 minutes of teaching, then 15 minutes of live Q&A
- The slides, emailed to you after each session
- A recording if you can't make it live
- One registration covers all five sessions

Save your seat for all five sessions

Register once and you're in for the whole series. Your Teams link and calendar invites arrive by email.

Register free ›

SCAN TO REGISTER

What each session covers

Tuesdays · 12:00–1:00 PM EST · Microsoft Teams

SESSION 1 · TUESDAY, NOVEMBER 10

Foundations of Operational Excellence

Topics: Introduction to Operational Excellence, Organizational Culture, and Understanding the Needs of the Customer

- Operational excellence basics, and the necessary and sufficient conditions for a high-performing organization
- How to read your organizational culture, drive breakthrough results, and design operational excellence to fit that culture
- Organizational alignment by understanding your internal and external customers' needs

SESSION 2 · TUESDAY, NOVEMBER 17

Leveraging Employee Engagement to Achieve Buy-in and Build Accountability

Topics: Measurement and KPIs, Building Accountability into the Process, and Achieving Buy-in Through the Socratic Approach

- How to develop the right KPIs and measurements so employees can make the right decisions
- Immediate feedback on the status of any process, so people in the process are held accountable
- Active listening, and asking the right questions to get buy-in from leadership and your team

SESSION 3 · TUESDAY, NOVEMBER 24

Improving Organizational Productivity

Topics: Improving Flow, Being Productive versus Busy Work, and the Employee Skills Matrix

- What flow means in manufacturing, service, healthcare and retail environments
- What productivity really is, how to tell it apart from busy work, and how to identify waste
- How to build an employee skills matrix, set a baseline of skills, and create career paths

SESSION 4 · TUESDAY, DECEMBER 1

Creating Sustainability

Topics: Visual Management, The Management Window, Following the Rules, and Creating a Proactive Culture

- How to use visual management to monitor process performance and see abnormalities
- How to shorten the management window and address abnormalities immediately
- Setting the right rules, following them without exception, and moving from a reactive to a proactive culture

SESSION 5 · TUESDAY, DECEMBER 8 · WITH RENE DE CONING

Creating Ownership & Accountability

Topics: Creating Ownership, Building Accountability, and Empowering People to Take Responsibility

- The difference between ownership and accountability, and how to get people to take responsibility for results
- How clarity, expectations, decision-making authority and feedback create the conditions for ownership
- Practical tools to shift from directing and solving problems for others to empowering people to own outcomes



Want this for your whole team?

FSE brings these principles to your plant with a custom OPEX Workshop built around your operation. A free 30-minute conversation with Max or Adam gives you a clear next step.

Talk with Max or Adam ›