Wisconsin CPM Program

Productivity and Quality Improvement
A Management Core Class

Core Competencies Addressed in this Class:
Managing Work
- Practice effective management, improvement and redesign of work processes and systems.
- Apply performance management and evaluation practices in your organization to ensure that results of work are monitored and measured for desired outcomes.
- Track program or activity results and take corrective action when necessary.

Class Duration: One Day

Objective
The purpose of this class is to provide an overview and introduction to the concepts and practices of productivity and quality improvement.

Desired Learning Outcomes
By the end of this class, participants should be able to:

1. Describe the relationship between productivity, service, quality and cost.
2. Describe management's and labor's role in improving productivity and quality of service delivery.
3. Identify public sector strategies in quality and productivity improvement.
4. Identify and use several tools for measuring quality and productivity.
5. Describe the relationship between developing a learning environment and quality and productivity of service delivery.

Instructor
Guion (Guy) VanRensselaer is the Process Improvement Specialist for the City of Madison, Wisconsin. He provides support for the City’s continuous improvement, performance measurement and project management efforts. He has been an instructor for the University of Wisconsin's Certified Public Manager program for over 20 years, and also provides consulting services to public and not-for-profit organizations statewide.
Productivity and Quality Improvement

Agenda

• Welcome and Introduction
• Gezenstacks Activity 1
• A Framework for Continuous Improvement
• Strategic Direction (Purpose)
  Alignment Exercise
  Desired Future Exercise
• Work Process Management
• Gezenstacks Activity 2
• Human Resource Management
• Evaluation and Closure