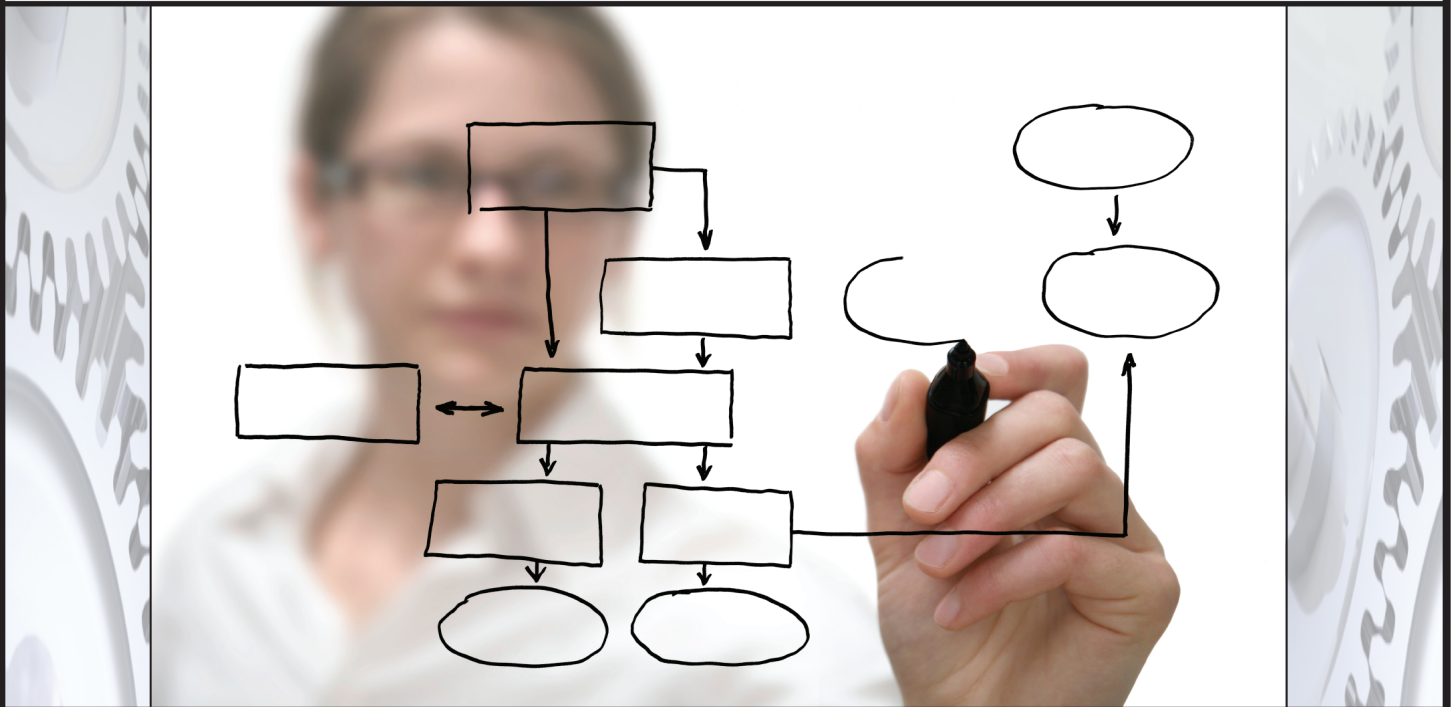# Introduction to Process Improvement

A powerful way to improve education, research, and service, is to understand the processes used to create and deliver them. Department leaders and employees can make significant improvements in efficiency and satisfaction by understanding and practicing some basic process improvement principles.

Participants in this hands-on, full-day course will learn to:

- Start and facilitate process improvement initiatives
- Identify and minimize non-value added activities
- Analyze usage of time and resources
- Simplify processes
- Establish procedures, process controls and measurements
- Involve employees in improvement efforts

KSU Employees Register At: *http://tinyurl.com/kennesaw-itpi*
All Others Please Register At: *http://tinyurl.com/kennesaw-pdc*

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