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REGISTRATION

Developing Your Public Sector Balanced Scorecard

- November 14, 2007 • Ft. Myers, FL
- December 4, 2007 • Tallahassee, FL

Process Improvement in the Public Sector

- November 15, 2007 • Ft. Myers, FL
- December 5, 2007 • Tallahassee, FL

SEMINAR SCHEDULE: 9:00 a.m. to 4:30 p.m. each day

TO REGISTER:

- Online:** Log on to <http://leadership.dce.ufl.edu>
- By Phone:** Call us at: 800-835-4104
- By Fax:** Fax your completed enrollment card to: (352) 392-8630
- By Mail:** Mail your completed enrollment card to:
Executive Education/Leadership
Development Institute
University of Florida
2207 NW 13th St., Suite C
Gainesville, FL 32609

Please type or print the following information. (Please use one copy of this form for each enrollee.)

Name _____

First Name for Badge _____

Title _____

Organization _____

Business Address _____

City _____ State _____ Zip _____

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Email _____

SEMINAR FEE:

- \$595 for **Developing Your Public Sector Balanced Scorecard**
- \$595 for **Process Improvement in the Public Sector**
- \$995 for **both seminars** (Save \$195)

Make check payable to University of Florida.

- Payment enclosed
- Credit Card: MasterCard VISA American Express

Cardholder's Signature: _____

Print name as it appears on card: _____

Amount: _____

Number: _____ Exp. Date _____

Card Verification #: _____ (3-digit for MasterCard & VISA, 4-digit for Amex)

We can no longer take credit card information via fax. Please call us at 1-800-835-4104 with your credit card information or mail it in.

CANCELLATION POLICY: Tuition refunds will be granted for cancellations received up to 10 business days prior to the program start date minus a \$25 administrative fee. Cancellations received within 10 business days prior to the program start date will be subject to a cancellation fee equal to 30% of the program fee. If you do not cancel your registration and do not attend the course, you are responsible for the full fee. All cancellations must be made in writing and can be emailed (ldrequest@dce.ufl.edu) or faxed (352-392-8630). The University of Florida reserves the right to cancel a program and is liable only to refund the program fee. Please visit our website for information regarding class transfers and substitutions (<http://leadership.dce.ufl.edu>). Only one applicable discount can apply per program fee.

UF | Leadership
Development Institute
UNIVERSITY of FLORIDA

2209 NW 13th Street, Suite E
Gainesville, FL 32609-3498

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ONE DAY SEMINARS
FOR THE PUBLIC SECTOR

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**Act now! Enroll yourself and a team
of key leaders today!**

<http://leadership.dce.ufl.edu>
Or call: 800-835-4104

ONE-DAY SEMINARS
FOR THE PUBLIC SECTOR

PMI Project
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Process Improvement in the Public Sector

How to Deliver More Services with Less Budget

According to the United Nations, governments all over the world have been under pressure to reduce the size of the government while at the same time improving their overall performance. Citizens, however, do not necessarily ask for either smaller or bigger government, but rather better government.

How can your agency or department fulfill its mission under the ongoing pressure to do more with less?

Two activities are critical:

- 1) Targeting the right resources to support the right services for your citizens; and
- 2) Executing operations with minimal waste or time or energy.

LESS TIME ON WASTE, MORE ON VALUE

“New” methodologies to improve performance (TQL, Reengineering, Six Sigma, Lean, etc.) come and go but the need to streamline operations and increase stakeholder satisfaction is constant. Beyond the hype, the core of each of these methodologies is based on process improvement...a systematic approach to identifying and eliminating activities that waste time, waste money or do not add value. Process improvement can help you solve the challenge of doing more with less.

SEMINAR OUTLINE

Introduction

- A. What is different and not so different about government processes?
- B. Identifying customer requirements within the public sector
- C. The Kano model
- D. The 7-Step Process Improvement methodology

Mapping Processes

- A. System Maps
- B. Top-Down Flowchart
- C. Cross-Functional Process Map

Measuring Processes

- A. Lead and lag measures
- B. Finding process pulse points
- C. Analyzing process data

Process Improvement Methodologies

- A. Improving process speed
- B. Reducing cost
- C. Improving accuracy and consistency

Organizational Change

- A. Creating buy-in
- B. A project management approach

YOU WILL LEARN HOW TO:

Identify customer requirements within the public sector

Map processes to capture time and value

Identify process pulse points

Evaluate process improvement opportunities

Create buy-in and ownership from process stakeholders

Learn From The Best

Susan Williams is the Vice President – Process-Based Organization for Orion Development Group. As a manager and consultant, she has more than 20 years of experience helping companies assess and improve organizational effectiveness.

In the corporate world, Ms. Williams helped Xerox integrate quality into its marketing, profit and leadership strategies. She helped Xerox successfully prepare for the Malcolm Baldrige National Quality Award and design its Leadership Through Quality Training. As a trainer and consultant, Ms. Williams has been involved with successful process reengineering, quality improvement, and leadership development projects. Her customers in both the private and public sector have been inspired by her practical, experience-driven approach that delivers improved business results.

Ms. Williams' corporate clients include Citibank, Central American Bank for Economic Integration, Chiron, Consumers Energy, Hospice of Michigan, Technology Federal Credit Union, and the California State University.

Ms. Williams received her undergraduate degree in Psychology from the University of Connecticut and her M.A. in Organization Development from Loyola University.

Continuing Education Credits (CEU's):

This program is eligible for Continuing Education Units, which will be granted by the University of Florida upon the completion of this course. Most licensing boards have their own continuing education requirements. Contact your own board to find out its specific requirements and if University of Florida CEU's will be accepted.

On-Site Training

Imagine these seminars being conducted at your company...using your data and processes ...and customized to your individual needs. It's not only possible, it's cost-effective. Call the Leadership Development Institute at (800) 835-4104 to discuss how you can multiply the benefits and save money by bringing these seminars on-site.

HOW CAN I LEARN MORE?

Contact the Leadership Development Institute at 800-835-4104

- Fax: (352) 392-8630
- Email: Ldirequest@dce.ufl.edu
- Web: <http://leadership.dce.ufl.edu>

Upcoming Seminars

Strategic Project Management

October 9-10, 2007 • Orlando
October 16-17, 2007 • Ft. Lauderdale

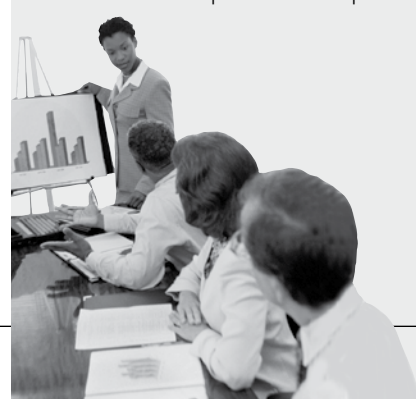
Enterprise Process Management

October 11-12, 2007 • Tampa

Process Mapping

Oct. 31 - Nov. 1, 2007 • Lake Mary

The University of Florida Leadership Development Institute (LDI), is certified by the Project Management Institute as a Registered Education Provider. By earning this designation from PMI, LDI has demonstrated that our curriculum complies with the rigorous standards and best practices within the Project Management field.



Developing Your Public Sector Balanced Scorecard

Balanced Scorecard: What gets measured, gets done

At all levels of government, the Balanced Scorecard is used to successfully monitor and maintain strategic direction in the face of the economic and political changes that are unique to public sector operations. Steven W. Relyea, Vice Chancellor for Business Affairs at the University of California, San Diego summed it up best:

“The Balanced Scorecard process provides a roadmap on where it should focus its energies, priorities, and resources. During difficult budgetary times, the BSC approach is indispensable. While some have viewed an approach such as the Balanced Scorecard as optional in the past, many will find it a key to survival in this era of shrinking funds.”

While a one-day seminar cannot solve all of your agencies strategic or operational challenges, these two seminars were created to provide you with the key tools and a roadmap for transformation.

Act Now! Enroll a team of key leaders for Process Improvement in the Public Sector and Developing Your Public Sector Balanced Scorecard today!

SEMINAR OUTLINE

Introduction and Overview

- A. Connecting mission and vision to actions
- B. Strategy and the Balanced Scorecard (BSC)
- C. The importance of strategic measurement for a public sector organization

Creating the Public Sector Balanced Scorecard

- A. Setting proper objectives
- B. Linking objectives to measures
- C. Identifying key measures
- D. Data collection and analysis
- E. Setting targets
- F. Government examples

Using a Balanced Scorecard

- A. Measuring impact of teams
- B. Measuring impact of projects
- C. Using the BSC as a measurement tool
- D. Impact of BSC on public sector agencies

Conclusions / Questions & Answers

YOU WILL LEARN HOW TO:

Adjust the four BSC perspectives to your government environment

Select performance measures that make sense for your organization

Utilize the Balanced Scorecard as a strategic management system that can drive “non-corporate” objectives