To Enroll

TO REGISTER ON THE WEB: If paying by VISA or MasterCard only, you may search by course number to register for the course you want at www.outreach.hawaii.edu/ipbd

TO REGISTER BY PHONE: If you are registering with VISA or MasterCard, you may register by phone. Please have course and credit card information ready when you call (808) 956-8400 Mon-Fri, 8:00 am-5:30 pm.

TO REGISTER BY FAX: If you are registering with VISA or MasterCard, you can fax your completed registration to (808) 956-3752, please print and sign legibly, and use a clean registration form to ensure that your information can be read.

TO REGISTER BY MAIL: Using the registration form on this page, mail completed form with full payment or business purchase order to: UHM-Outreach College, 2440 Campus Rd Box 447, Honolulu, HI 96822. If checks are dishonored by the banks, students will be assessed $15.

TO REGISTER IN PERSON: Go to Outreach College Student Services Office; 2500 Dole St, Krauss Hall Room 101; Mon-Fri, 8:00 am-5:30 pm.

DEADLINES: You are encouraged to register early because enrollment is limited in most courses, and will be processed on a first come, first serve basis. Waiting list is in the order applications are received. Students should enroll at least five (5) working days prior to the start of a course. If registering after this deadline please contact us at (808) 956-8400 to verify enrollment and status of the course since it may either be filled or canceled by this time.

DISABILITY ACCESS: Persons with disabilities who may require access services should contact the Student Services Office at (808) 956-8400 at the time of registration.

REFUNDS: Unless otherwise specified, a full refund is given if requests are received by 12:00 noon two working days before the first class meeting. Requests are made in person, by mail (postmarked by the refund deadline), or by calling the Outreach Student Services office at (808) 956-9410. Failure to attend class or notifying your instructor of intent to withdraw does not constitute an official withdrawal from the class. Students withdrawing with a purchase order are billed regardless of attendance, unless notification of withdrawal is made by the refund deadline. Refunds for check or cash payments are mailed and refunds for charge payments are credited to the account originally charged. Refunds may take four to six weeks to process.

PARKING: Please refer to the information at http://www.outreach.hawaii.edu/campus_services/parking.asp.

CANCELLATION POLICY: Outreach College reserves the right to cancel a course with insufficient enrollment. The University of Hawai‘i and Outreach College are not responsible for any cancellation/charge changes assessed by airlines and travel agencies. Information, including statement of fees, course offerings, schedules, etc., are subject to change without notice or obligation.

Seminar Enrollment Details

Yes! Please enroll me for:

- Process Mapping (P8168)
  April 19-20 • Wed-Thu • 8:30am - 4:00pm (2 mtgs.)
  UHM Krauss 012 (Yukiyoshi Room)
  2500 Dole St, Honolulu, HI
  $995 (if taken with Improving Service Processes)

- Improving Service Processes (P8169)
  May 23-24 • Tue-Wed • 8:30am - 3:30pm (2 mtgs.)
  UHM Krauss 012 (Yukiyoshi Room)
  2500 Dole St, Honolulu, HI
  $995 (if taken with Process Mapping)

Have you taken an Outreach College class before? Yes No
Name
Address
City State Zip
Day Phone ( ) Evening Phone ( )
FAX ( ) Date of Birth
Email
Registration Fee: $995 / Process Mapping $995 / Improving Service Processes $1,890 for both seminars (save $100)
Please indicate method of payment below:

- Personal Check/Money Order (make payable to University of Hawaii)
  Charge to: Visa MasterCard
  Card Number ___________ Exp. Date ___________

For more information, visit us online at: www.outreach.hawaii.edu or call us at: 808.956.8400

University of Hawai‘i MĀNOA
Spring 2006 Outreach College

Process Mapping
How to Streamline and Reengineer Business Processes
April 19-20, 2006

Improving Service Processes
How to Measure and Enhance Non-Manufacturing Performance
May 23-24, 2006
An organization — any organization — is a collection of processes. These processes are the natural business activities you perform that produce value, serve customers and generate income. Managing these processes is the key to the success of your organization.

Unfortunately, most organizations — probably yours — are not set up to manage processes. Instead, they try to manage tasks. Think about it. Isn’t your company organized around functions (the manufacturing department, the x-ray department, the sales department, the customer service department)?

As a result, people tend to focus on “local” concerns instead of the “global” needs of process customers. Sub-processes evolve within departments without consideration of other functional areas. Layers of communication and management are created to ensure desired outcomes, thereby adding to costs and lengthening cycle and customer response times.

Inefficiency and waste become part of the system. They rob your organization of profits, productivity, and competitive advantage. But, there is a way out:

Process mapping is a simple yet powerful method of looking beyond functional activities and rediscovering your core processes. Process maps enable you to peel away the complexity of your organizational structure (and internal politics) and focus on the processes that are truly the heart of your business.

Properly used, process maps can:
- Identify the factors that limit your process performance,
- Help you design better processes,
- Improve the productivity of your organization,
- Increase the efficiency of your processes,
- Improve the quality of your processes.
- Identify the root causes that prevent your process from delivering the expected results,
- Identify the process alternatives that will yield improved business results.

You Will Learn How To:
- Identify and understand your organization’s true core processes
- Locate process flaws that are creating systemic problems
- Streamline processes to improve cycle time and efficiency
- Identify the processes that need to be redesigned
- Gain support for process change

您将学习如何:
- 识别和理解组织的真实核心流程
- 识别流程中存在的系统性问题
- 优化流程以提高周期时间和效率
- 识别需要重新设计的流程
- 获得对流程变更的支持

BOB BOEHRINGER is the Vice President – Process Management for Orion Development Group. He has more than 25 years of experience helping organizations improve quality and productivity via the implementation of quality improvement methodologies (i.e. TQM, Team-Based Problem Solving, SPC, Process Reengineering).

During the last decade, Mr. Boehringer has trained more than 15,000 people from both private and public sector organizations. Mr. Boehringer’s clients have included Becton-Dickinson, Boeing, Citibank, EDS, Microsoft, Pfizer, Aventis Pasteur, Doylestown Hospital, Pitney Bowes, Warner Lambert, and NYK Line. Prior to becoming a consultant, Mr. Boehringer worked for DuPont, Shell Oil, Proctor & Gamble and Pepsi-Co. He has a B.S. in Mechanical Engineering from Cornell University and is a member of the American Society for Quality, Association for Quality and Participation and Institute of Industrial Engineers. He currently serves on the boards of Boehringer Laboratories, Inc. and Cabalyl Marketing Communications, Inc.

AILCE WILKEN is a process improvement advisor for Orion Development Group. She has more than 15 years of experience providing executive consulting in quality and business process management. This experience has provided her with a deep cross-functional understanding of how organizations operate in manufacturing, service, finance, IT, sales, quality and logistics environments.

Ms. Wilken began her career as a computer programmer and analyst at John Deere Waterloo Component Works. Ms. Wilken holds an M.A. in Organizational Management from The George Washington University and a B.A. from the University of Northern Iowa. She is a certified Neuro-Linguistic Programmer (NLP), Business Practitioner and ASQ Certified Quality Auditor.

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LEARN FROM THE BEST

 analize and improve the way your organization delivers value to both internal and external customers.

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