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Managing Service Productivity: Getting the Job Done with Available Resources

Wednesday, June 4, 2008

9:00 a.m. – 3:00 p.m.

FREE TRAINING

This workshop sharpens managers' and supervisors' skills in the crucial areas of estimating and assigning work for top productivity and quality. Through a series of exercises and discussions, participants receive hands-on experience that will improve results. The workshop will cover: estimating the work, assigning the work, and evaluating the work.

Learning Objectives:

- How to use metrics to answer the question, "How did it go today?"
- The six key steps in the supervisor's role in managing productivity
- How to create a reliable work estimate
- How to use guidelines as a productivity sanity check
- How to include budget restraints in your work estimates
- How to calculate the true "available hours" on a shift
- How to calculate "standard" and "commensurate" time
- How to factor in worker productivity ratings for workers with disabilities
- How to make a complete work assignment

Presenters: Blaine Robinson from NISH's National Office Service Team will serve as the instructor for this course.

Name _____ Title _____

Organization: _____ Email _____

Address: _____ City _____

Phone ____/____/____ Fax: ____/____/____

3 Easy Ways to Register!

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