

Invitation from ASQ Ann Arbor Section April 5, 2021 Virtual Meeting

DATE:

**Monday,
April 5, 2021**

This is a virtual meeting/webinar. Information and instruction for how to join the meeting will be provided with registration.

Time:

2:45 pm – 4:00pm PDT
(check registration site to confirm time)

Cost:

There is no charge for this meeting/webinar.

For more information and to register for this online/virtual meeting, click [here](#). Registration is required by April 1.

Attendance at this meeting earns RUs toward ASQ recertification.

Note: Be sure to use the same email address to join the virtual meeting as you use when registering in order to receive the RUs. You must register for the event and join virtually to receive RUs.

For more information about Ann Arbor ASQ Section #1010 click [here](#).

For more information about our local Columbia Basin ASQ section and future upcoming events: www.asq614.org/.

Measures of Success: React Less, Lead Better, Improve More



Mark Graban

Author, Speaker, Podcaster, Management Consultant

Organizations depend on metrics for their businesses. But are the metrics helping people do the right things? Or possibly encouraging them to overreact to every uptick, downturn, and change in the numbers? In other words, are they reacting to noise?

Noise is present in every metric. But, it's our reaction to noise that causes waste and stress. Too often, people don't recognize this. It is like feeling stuck on a rollercoaster you no longer enjoy. Sometimes, we do and explain things that don't help us improve – often at the cost of doing things that do. There is no need to be jittery about every change in a metric.

In Mark's latest book, *Measures of Success: React Less, Lead Better, Improve More*, he explains that there is a better way to chart and manage metrics, in any organization or setting. For your business processes and activities, you need to know what's working, what's not, and what to change. You also need to know why. Then, you can determine what to stop doing, what to start doing, and what to keep doing.

"What gets measured gets managed." We've all heard this. But did you ever learn how to manage a metric? This is not about gaming the system or fudging the numbers. This is about delivering real value, understood by everyone, and proven with data. Join us on April 5 to learn a better way to manage your measures.

About the Speaker: Mark Graban is an internationally-recognized consultant, author, professional speaker, and entrepreneur. He builds upon a deep education in engineering and management with practical experience working with executives and frontline employees in multiple industries to synthesize and practice methods including Lean management, continuous improvement, statistical methods, and people-centered leadership approaches.

Mark has learned, practiced, and taught these methodologies in settings including manufacturing, healthcare, and technology startups. Working independently since 2010, and in partnership with other consulting groups, he enjoys working with organizations that are looking for better ways to improve, with leaders who are willing to lead that charge. Mark is also a Senior Advisor to the software company KaiNexus.