

Learn to transform your organization using Lean thinking

NorQuest College's Landmark Group Centre for Value Improvement helps organizations achieve operational excellence by eliminating waste, streamlining flow, enhancing performance, and improving the quality of products and services.

The Centre's approach

Our training programs use 5 universally recognized Lean principles:

1. Specify **Value** in your products and services from the customer's perspective
2. Identify the **Value Stream** – analyzing each step in a process for value and non-value
3. Create **Flow** to reduce costs and time
4. Establish **Pull** based on customer demand
5. Seek **Perfection** – strive for better results every day!

Our team has over 50 years of experience and is equipped to provide support and training to help your organization remain sustainable in a competitive marketplace.

In January 2014, NorQuest College's process improvement program was named among the top two of its kind in the world at the Process Excellence Week (PEX) Awards, taking home an honourable mention (2nd place) in the Best Start-Up Business Process Excellence Program – Under 2 Years.

From Lean strategy development, deployment, and implementation to work process analysis and problem solving, we can work with you and your teams to support your organization in improving performance and managing growth.

Training and Programming Options

If you are an individual looking to learn more about process improvement, access our open enrolment Continuing Education classes, which are flexible and offered throughout the year.

Organizations of all sizes can also choose from our regular Continuing Education offerings or have customized training solutions developed to meet specific or unique business needs. We can offer training on-site at your location or at NorQuest's campuses.

Programs and Courses

Entry level, professional development, and corporate training options are available on these topics:

- Lean Fundamentals
- Lean Leadership
- Lean White, Yellow, Green, Black, and Black Master Belts (note: Lean Six Sigma also offered)
- Business Process Management
- Business Analysis
- Change Management
- Project Management

Services and Supports

Whether your company is dealing with operational issues or is facing some critical decisions about how to move forward, the Landmark Group Centre for Value Improvement can provide the right level of training and support to help your business reach the next level.

Lean Strategy and Planning Advice

- Services to ensure solutions align with your strategic goals

Process Improvement Project Support

- Facilitation, coaching, and training
- Process improvement advice, analysis, and documentation
- Performance measurement support
- Change implementation and deployment

Process Improvement Learning Events

- Coordination of process improvement learning events to promote and share knowledge
- Lean experts are available for speaking engagements, research projects, and company retreats

Change Management

- Understand the people side of change
- Learn how to deal with resistance and motivate staff

Canada-Alberta Job Grant

Available to all employers, the Canada-Alberta Job Grant allows employers to support training initiatives that equip current and future employees with the skills needed to fill available jobs.

How it Works

The Canada-Alberta Job Grant will reimburse companies for 2/3 of eligible training costs for courses that:

- are 24 hours in duration or greater
- are completed within 52 weeks of the approval date
- result in some sort of credential

Highlights

- Training will be funded to a maximum of \$10,000 per employee or \$300,000 per applicant (company)
- Courses can be delivered on-site for groups or through individual enrolment at NorQuest College
- NorQuest will work with you through the application process to complete each of the steps in application and training

Benefits

This is a great opportunity to substantially lower your training costs while developing the skills of your existing workforce, attracting and retaining skilled employees, and increasing competitiveness and productivity.

Contact us today for more information.

We initially implemented Lean at Ostrem Chemical due to space constraints in our existing location. In applying Lean principles, we discovered we were carrying too much inventory and our "work in progress" was overflowing into every aisle of our warehouse. We also discovered a number of cultural issues, including low morale, poor communication, and a general lack of employee empowerment.

Now 5 months into our journey, we have solved many of these issues – we don't need a larger facility, we are working to engage our employees, and continue to make further improvements. We achieved benefits far beyond the time, money, and effort spent.

– Ben Tunland, President, Ostrem Chemical Co. Ltd.



In 2008, we were searching for a way to retain our employees. We decided productivity improvements were the best way to accommodate Edmonton's hot job market.

Not only did we get huge productivity gains, but we got very happy and engaged employees too. Implementing Lean was the best thing Cougar DS ever did for our company - and our people!

– Blaine LaBonte, Executive Director, Cougar Drilling Solutions

Lean in the real world

Clients have reported numerous benefits from implementing Lean – from increased staff morale and small group problem solving to cost savings and cost avoidance into the future.

For example, by removing hidden wastes and implementing Lean concepts into its accounting department, one organization found the equivalent of one full-time position and increased their overall workload capacity.

Another company avoided a significant capital investment by removing materials that were taking up space and improving the flow of raw goods through their shop.

Lean thinking makes a difference for people and for the bottom line.

Client List

- Wayside Printing
- Ostrem Chemical
- Still Creek Press
- Levven
- Aquatera
- First on Color

Landmark Group Centre for Value Improvement

Meet a few members of our team



Michele Zielinski, Principal for the Landmark Group Centre for Value Improvement, brings over 25 years of experience helping large and small companies improve their operational performance. She has held roles in both private and public sectors leading and coaching quality improvement initiatives, developing and executing stakeholder engagement strategies, conducting quality management audits, creating policy and performance frameworks, and much more. Michele brings to the table a broad spectrum of process improvement and change leadership methodologies and has a track record of achieving results.



With more than 28 years of experience, process improvement specialist and Lean Six Sigma Black Belt **Rick Owen** has a talent for finding practical, effective, and sustainable solutions for complex problems and has spent the last eight years leading and collaborating with health care professionals to enhance and improve the patient experience. A former air traffic controller, Rick has demonstrated his abilities in many other fields including incorporating Lean techniques at mail delivery plants and implementing Lean programming to design school software for secondary schools across Canada and the United States.

Contact us today to learn more.
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