

# Productivity and Quality Improvement for Public Managers



Make a commitment to operational performance  
improvement and innovation

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**When: October 5, 8:30-3:15**

**Where: Virtual, via Zoom**

Take a systematic approach to identify what's necessary to initiate and sustain organizational productivity and quality improvements. Through assessments and tools, examine current productivity and quality improvement efforts and then explore ways to improve systems, align activities, build processes designed for success, and create a culture that supports your efforts. This class costs \$225.

By the end of this class, you should be able to:

1. Describe the relationship between productivity, service, quality and cost.
2. Describe management's and labor's role in improving productivity and quality of service delivery.
3. Identify public sector strategies in quality and productivity improvement.
4. Identify and use several tools for measuring quality and productivity.
5. Describe the relationship between developing a learning environment and quality and productivity.

**Instructor:** Tim Garczynski (MS Organizational Change, UW- Platteville) is the Water Distribution Operations Manager with the Milwaukee Water Works. Tim focuses on quality improvement, organizational excellence and performance measurement. Tim is also an American Society for Quality-Certified Manager of Quality/Organizational Excellence and is a Wisconsin Certified Public Manager.

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