



# February Luncheon

**We meet the 2nd  
Thursday of the  
month at the  
Center for  
Workplace Learning  
Grayson County  
College  
6101 Grayson Dr.  
Denison, TX 75020**

**Our next meeting  
will be on February  
11th, 2010 at  
11:30am to 1:00pm**

**1 hour HRCI credit  
(Pending Approval)**

**Check our website  
for updates.**

**[www.thrma.org](http://www.thrma.org)**

**Email:**

**[thrmagroup@yahoo.com](mailto:thrmagroup@yahoo.com)**



**Guest Speaker**

**Frank Groenteman**

**Texas Manufacturing Assistance Center**

Topic for this session will be:

## **The Lean Office**

Office processes are vital to the successful transformation of the value stream and are often the best target for impacting cost, quality, and delivery. While the concepts, tools, and techniques used to transform production are also applied equally well in transactional office processes, the offerings included here are designed to relate specifically to the front-office and other non-production audience.

This workshop is designed to develop the participant's skill with value stream maps to analyze the transactional business processes in detail from the process and customer's viewpoints. Participants learn value stream mapping as a critical skill to eliminating waste in the existing process, how to develop a detailed, data-rich Value Stream Map in a hands-on manner, and helpful mapping hints.

## **About the Speaker**

Frank Groenteman has more than 27 years of experience in engineering, manufacturing and business management. His expertise lies in executive coaching and mentoring, lean manufacturing techniques, lean office, statistical process controls, strategic planning development & implementation and operations management. Frank is certified by NIST to be the national train the trainer for lean office courses. Frank is a Lean Six-Sigma Black Belt Expert for both manufacturing and service industries.

Since joining TMAC in March 2001, Frank has worked with many manufacturers throughout the Metroplex in the following industries including Motorola, Johnson & Johnson, DIAB, Inc., Vought Aircraft and Alliance Systems providing executive coaching, training and implementing Lean.