

CPAG 300. LEAN OPERATIONAL PRACTICES IN PUBLIC SERVICES.

Credits: 3

Offered by: Administration & Governance (School of Continuing Studies)

Terms offered: Summer 2025, Winter 2026

View offerings for Summer 2025 or Winter 2026 in Visual Schedule Builder.

Description

Lean principles and methods that can be applied to meet the demands for efficiency and quality in the public sector, encompassing a value-oriented approach to process improvement through waste elimination, flow, demand pull and perfection aiming to achieve operational excellence.

- Due to the intensive nature of this course, the standard add/drop and withdrawal deadlines do not apply. Add/drop is the second lecture day and withdrawal is the third lecture day.
- Course may be offered in person or online with synchronous and asynchronous activities.

Most students use Visual Schedule Builder (VSB) to organize their schedules. VSB helps you plan class schedules, travel time, and more.

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