CPAG 600. LEAN OPERATIONS IN PUBLIC SERVICES.

Credits: 3

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

Terms offered: Winter 2027

View offerings for Winter 2027 (https://vsb.mcgill.ca/vsb/criteria.jsp?term=202701&courses=CPAG-600) in Visual Schedule Builder.

Description

Analysis of lean principles and the processes needed to optimize cost and maintain or improve services levels in the public sector. Exploration of the particularities of the service operations and how process improvement methodologies can be used in the public environment.

- Restrictions: Not open to students who have taken CPAG 500.
- Course may be offered in person or online with synchronous and asynchronous components.

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

Launch Visual Schedule Builder (https://vsb.mcgill.ca/vsb/criteria.jsp)