

## MLC Guides United Way in Lean Understanding



Recently, leadership from United Way requested MLC support to deepen their understanding of lean principles to drive greater results in the nonprofit human service sector. On May 2<sup>nd</sup>, Jim Manley, MLC Chair, Managing Director of the Demmer Center for Business Transformation at Michigan State University and Margy Dayton, Senior Process Excellence Consultant at Mercy Health in Grand Rapids provided a fun-filled, interactive day of learning and application for the United Way Supervisors Caucus in Grand Rapids.

### **Testimonial:**

The MLC trainers (Jim and Margy) were fabulous facilitators that helped take our large group of thirty+ individuals with various understanding of the lean principles through

a basic training and application process over the course of a day. We achieved our objectives of increasing knowledge and understanding while wetting the appetite of our learners for more knowledge and opportunities to implement.