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AOMi Announces Webinar Through PEX Network, “Powerful Management Metrics to Drive Effective Behaviors and Generate Exceptional Business Results” October 15, 2013

Syosset, NY, Cleveland, OH, September 18, 2013 -- **AOMi**, who offers the innovative approach to operations management, focusing front-line managers and their staff on the achievement of quality and service levels at the optimum cost, today announced the webinar titled, “Powerful Management Metrics to Drive Effective Behaviors and Generate Exceptional Business Results.”

The famous Peter Drucker quote “what gets measured, gets managed” guides so much of business thinking today. Businesses use Key Performance Indicators (KPIs) to keep an eye on what’s going on in the organization and make sure that things are on track. But are you using the right set of metrics and techniques to drive the kind of behaviors that will get you the best results?

A poorly designed set of KPI’s can hide a lot of unproductive busy work and can lead the organization to focus on putting out fires. Equally, more and more business professionals are realizing that the old method of applying quota to the work that their teams are performing is yielding less results as team members work to the standard quota and are not set up to exceed or work above the standard. The same is true that a current set of KPI’s can hide a lot of unproductive busy work. This leads the business to be:

- Reactive to change instead of proactive to change
- Driven by a higher need for temporary staff or greater overtime costs
- Dealing with crises, not in control
- Have increased backlogs

- Operating with significant hidden capacity

Key Performance Indicators use metrics, but not every metric is a good candidate for a key performance indicator.

In this webinar, join Active Operations Management and the Managing Director of Operations – Investments at National Bank of Canada for a thought provoking webinar on how you can move beyond traditional metrics to a new style of management.

Join this webinar to:

- Understand a better way to approach KPI's to yield the maximum results and discover why a focus on quotas can be counter productive
- Learn the power of converting excess and shortfalls in capacity to bottom line savings
- Identify the importance of empowering front line managers and how you can use “behavioral metrics” to generate exceptional production results

Sign up today by navigating to:

http://www.processexcellencenetwork.com/lean/webinars/how-to-design-effective-metrics-to-drive-effective/&utm_source=processexcellencenetwork.com.com&utm_medium=IQ&utm_campaign=IQHomeListing&utm_term=webinar&mac=SSIQ_WBNR_Featured_2010

Presenters:

Fotios Saratsiotis, Managing Director of Operations, National Bank of Canada

As Managing Director of Operations – Investments at National Bank of Canada, Fotios Saratsiotis is responsible for mutual fund operations and operational support centers that service proprietary dealers as well as external dealers that clear through National Bank. He is also responsible for vendor management and internal partner relationship management. Fotios has been a key contributor in the advancement of Canadian mutual fund industry standards through his work in numerous industry steering committees. Fotios holds a bachelor's degree in commerce from Concordia University, and a master's degree in business administration from Queen's University.

Eric Sharpe, Director, Active Operations Management

Eric Sharpe is an accomplished strategist, consultant and solution specialist who for the past 25 years has worked within major corporations on finding both technology and non-technology enhancements that help drive productivity improvements.

About AOMi

Active Operations Management International (AOMi) provides a guaranteed, out of the box methodology, that gives our clients the visibility, control, tools, and management practices necessary to drive greater operational effectiveness and efficiency. By enabling the behavioral change of front line managers and staff within service operations, Active Operations Management (AOM) rapidly produces *sustained* productivity by improvements of 10 to 40%+. The end result, ***AOMi enables operational excellence***. To learn more, visit our website at <http://www.activeops.us.com/>