

GO PRODUCTIVITY

2019 ANNUAL REPORT



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ABOUT GO Productivity



GO Productivity began life as Productivity Alberta, before expanding its services countrywide.

Founded in 2008 as a service of the Government of Alberta to help the province's small-to-medium-sized enterprises be more productive, more competitive and more profitable.

Productivity Alberta transitioned into a private, not-for-profit corporation in October 2011 and, in November of 2014, grew into a nationwide company called GO Productivity.

GO Productivity continues to be an industry-led not-for-profit organization with a mandate to support productivity improvement, increase innovation, and build a skilled workforce to improve competitiveness and economic sustainability.

Our model is to work with companies to build capacity within their organization. We take a coaching and facilitating role to work with them to reach their goals. We endeavor to find the best system to work with core business processes and help scale a company's system to meet their strategic objectives.



UNB
P
I
C
EAST CAMPUS
Productivity
and Innovation
Centre
PIC
West Entrance
1020 Princess
Elizabeth Ave NW

Letter from our Interim CEO



I am pleased to share the exciting news that GO Productivity and NAIT have formed a strategic partnership. Over the past 18 months, NAIT and GO Productivity have worked to better understand each other's productivity offerings and training services. We are aligned in that we share a common vision which is that we each work to help Industry become more

productive and competitive and believe that together we can do more to support the needs of industry. The time spent learning from each other about our respective service and capabilities deepened our shared commitment to formalize our relationship.

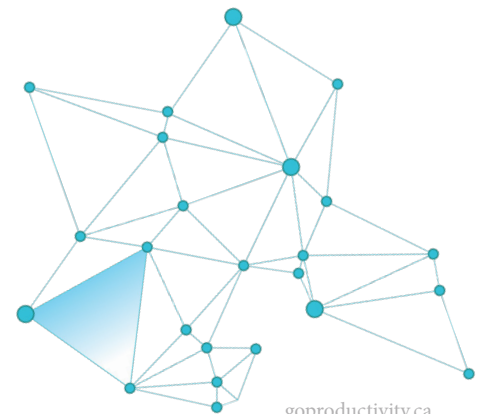
GO Productivity and NAIT believed a strategic partnership was in the best interest of the not-for-profit agency and NAIT. Both legal entities worked to effect the change necessary to give NAIT control of GO Productivity and as such NAIT's Board of Governors has appointed the directors of the GO Productivity Board.

While NAIT has full control of GO Productivity, GO Productivity retains a level of independence necessary to ensure it can execute on business and manage its already established client relationships. GO Productivity will still have a board and will operate under its name and brand (it's business as usual for GO Productivity staff).

NAIT's Board of Governors has appointed the following three members of its board to GO Productivity's board as directors; Vi Becker, Yasmin Jivraj and Priti Laderoute. NAIT has also appointed the following three members of its senior leadership team to the GO Productivity Board; Ray Block, Sandra Marocco and Jeff Dumont.

This strategic alignment allows GO Productivity and NAIT to expand their suite of offerings through productivity enhancement services and associated training and deliverables. Together, we will be even more responsive to our respective clients' needs, with our combined resources and expertise – and our shared ability to create customized solutions.

Sincerely,
Brian Pardell



Message from our Board Chair

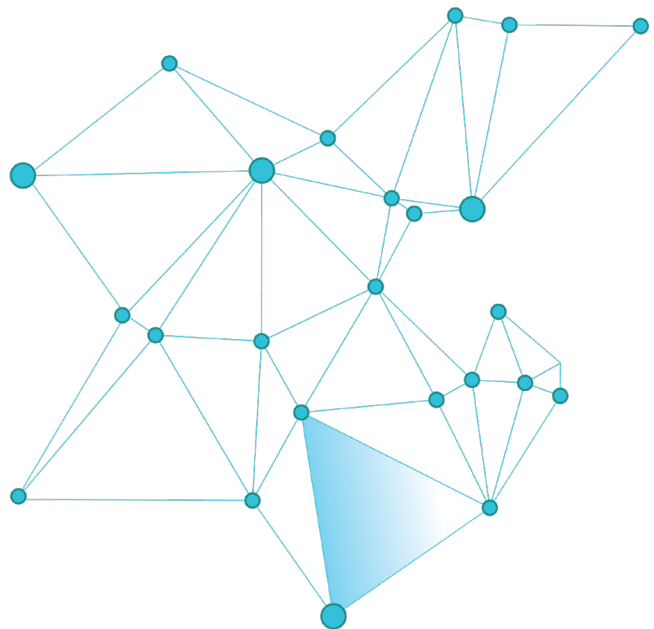
As the new Chair of GO Productivity Board of Directors, I am pleased to say hello and let you know that our new Board of Directors look forward to continuing to provide direction and support for the great work that GO Productivity has done over the past number of years.

Our recent strategic partnership with NAIT – Industry Solutions is one that allows us to increase our ability to support the needs of industry in their endeavor to become more productive and competitive.

As a not for profit, GO Productivity continues to be uniquely positioned to provide effective and affordable services such as ARC (Assessment, Roadmap & Coaching) as well as Lean Six Sigma training to Small and Medium Enterprises (SME's). Our new partnership provides us the ability to increase the range and type of services we can offer to our clients which allows us to support their needs in a boarder context, whether that's improving their existing operations, innovating to allow for the development of new products or expansion into new markets.

GO Productivity will continue its focus on strengthening SME's ability to improve productivity, innovation, sustainability and performance through partnerships with key stakeholders like NAIT and the Government of Alberta as we move forward into this exciting next phase of the organization.

Sincerely,
Vi Becker



Meet Our Board



Vi Becker
Board Chair
Vi Becker Management
Consulting



Dr. Ray Block
President and
Chief Executive
Officer
NAIT



Jeff Dumont
Vice-President
Administration
and Chief
Financial Officer
NAIT



Yasmin Jivraj
Director, Dexcent

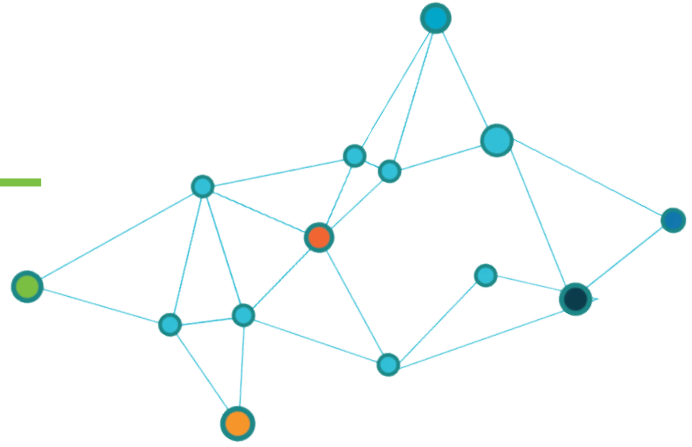


Priti Laderoute
Senior Manager,
Technical Training
& Development
EPCOR Utilities Inc.



Sandra Marocco
Vice-President
Industry Partnerships
and Chief Marketing
Officer
NAIT

Meet Our Team



Brian Pardell
Interim Chief
Executive
Officer



Don Back
Operations



Caitlin López
Productivity
Advisor



Katie Marshman
Financial Advisory
Associate



Kevin Nguyen
Logistics &
Research
Coordinator



Scott Penner
Technical Director
Operational
Excellence



Ron Subramanian
National Director



Pam Thompson
Relationship
Manager Marketing
& Communications

Core Values

Our Core Values are at the centre of everything we are and do. As such, an integral part of strong performance is ensuring we are all living up to our core values in our interactions with fellow employees, clients, vendors, and all other stakeholders



The ARC

The ARC helps companies at any stage of their productivity journey to improve their competitiveness, and is intended for companies who are committed to and focused on their growth.



STEP 1
Assessment



STEP 2
Road-Map

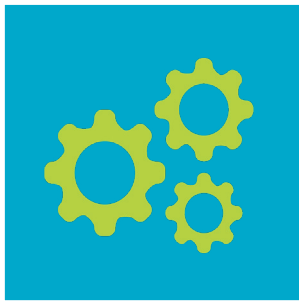
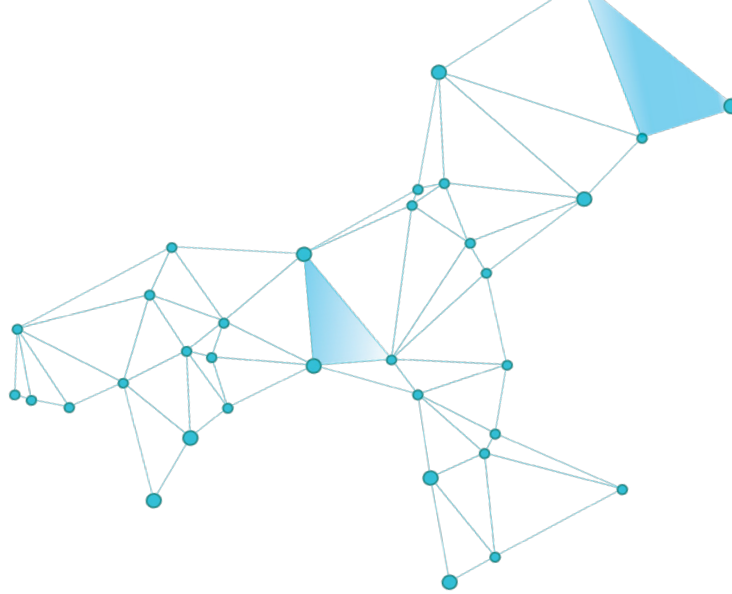


STEP 3
Coaching

We use our Productivity Assessment Tool to work with your team to grade your company's productivity engine on the pillars of innovation, operations, leadership, project management, strategy and customer service

After a thorough analysis of assessment results, GO Productivity utilizes several different tools to help you and your team construct a productivity roadmap. The resulting plan is embedded with buy-in from your team with clear accountabilities and time lines set.

Following the ARC, we provide ongoing support and accountability to ensure a successful execution of the roadmap and the foundation is in place for building a culture of continuous improvement.



ARC + Deeper Dive

The ARC+ services include more in-depth analysis and problem solving with our clients to build real solutions in your processes to save time and money. These services can include strategic planning, value stream and process mapping, process flow and process efficiency, workplace design and layout, kaizen events, visual management, leadership development, HR strategy and more.



Process Mapping & Root Cause Analysis

This workshop engages a cross-functional team and walks them through the application of tools that will enable them to identify key opportunities, benchmark current conditions, prioritize improvement projects, and apply root-cause analysis tools. Ultimately, the program facilitates the team in designing improvements to their most important challenges.



Training Lean Six Sigma

Our Lean Six Sigma training is a combination of two disciplines; **Lean**, which focuses on reducing cycle times and costs by eliminating waste, and **Six Sigma**, which uses statistical tools to improve the quality of a product, service, or process. Programs that are successful are aligned with the strategy of business and focus on driving substantive, measurable results.

Measuring our Impact

We facilitate the change, but it's you and your team that make it happen! We start with a hands-on tool for your team to uncover and know your challenges. From there we'll help you create a roadmap, a plan!, with timelines and clear accountabilities set. You'll know where to focus your energy and efforts to improve your processes. Lastly, we'll provide ongoing support to help you stay on track. Make your plan, work your plan!

Here are a few examples of how we've helped our clients this year

	ARC Company	Ideas Implemented	% Productivity Improvement
	Indigenous Business Processing Time	14	50%
	Metal Fabricating Materials Handling and Improved Ergonomics	6	43%
	Construction Process Improvement	6	15%
	Water Treatment Process Improvement - SOPs	10	25%
	Winery Process Efficiency Tasting Room	4	15%
	Professional Services Process Improvement	4	20%

Client Success Story



Description of Engagement

CAM Industrial is a regional leader in pallet racking supply and install. The CAM team took on an important and sizable task of standardizing some processes from front to back involving sales, design, project management and installation. With GO Productivity as a facilitator, the CAM team did a deep dive into their processes starting with a full day SIPOC (process mapping) exercise which resulted in a more clear understanding of the existing full process. They highlighted some areas for improvement and captured the baseline of cycle times for each main phase of a project.

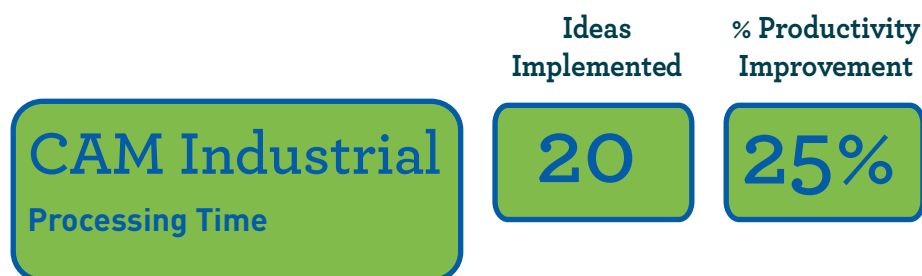
Expected Impacts

CAM targeted to reduce their overall cycle time by almost a third. In order to reach that goal, they identified and started improvement projects which they could report on at their morning huddle. After the first three weeks of data, the quote cycle time is showing reduction, and months later they revised the process and metrics again and saw a 25% reduction which is a huge success.

Testimonial

"[The ARC+] is what we needed to bring together the group into cohesion. We could better understand that structure and daily communication is important as well as continuous improvement. Biggest improvement has been that the team now identifies what is important on a daily basis and a weekly basis and as a result there is better collaboration, ownership and accountability." – Peter Brar of CAM Industrial

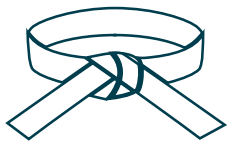
camindustrial.net



Lean Six Sigma Training

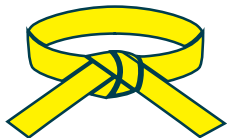
Higher Value for our Clients

GO Productivity's Lean Six Sigma training gives you a blend of both Lean and Six Sigma methods, ensuring you have the skills and tools you'll need to sustain your productivity improvements.



Lean Six Sigma White Belt - Introduction

GO Productivity's Lean Six Sigma White Belt is a starting point to familiarize your team with the principles behind productivity improvement and Lean Six Sigma. It gives you a base from which to move forward as you increase efficiency across every part of your operations..



Lean Six Sigma Yellow Belt - Customized

We tailor our Lean Six Sigma Yellow Belt training for your company and industry to enable your team to receive the maximum benefit and understanding on how to apply it to your company.



Lean Six Sigma Green Belt - Transformational

Our two-week program Lean Six Sigma program is a deeper dive into Lean Six Sigma with applied learning build in. Students receive a working knowledge of Lean Six Sigma principles and directly apply them to their in-house project. This program is for companies who are committed to continuous improvement, and want to build their internal capacity to continue this improvement.

2019 Lean Six Sigma Graduates



44

**Lean Six Sigma
Green Belt Grads**



72

**Lean Six Sigma
Yellow Belt Grads**



83

**Lean Six Sigma
White Belt Grads**



GO Canada

GO Productivity works with companies across Canada to help build their capabilities and capacity that improve their productivity, profitability and competitiveness.

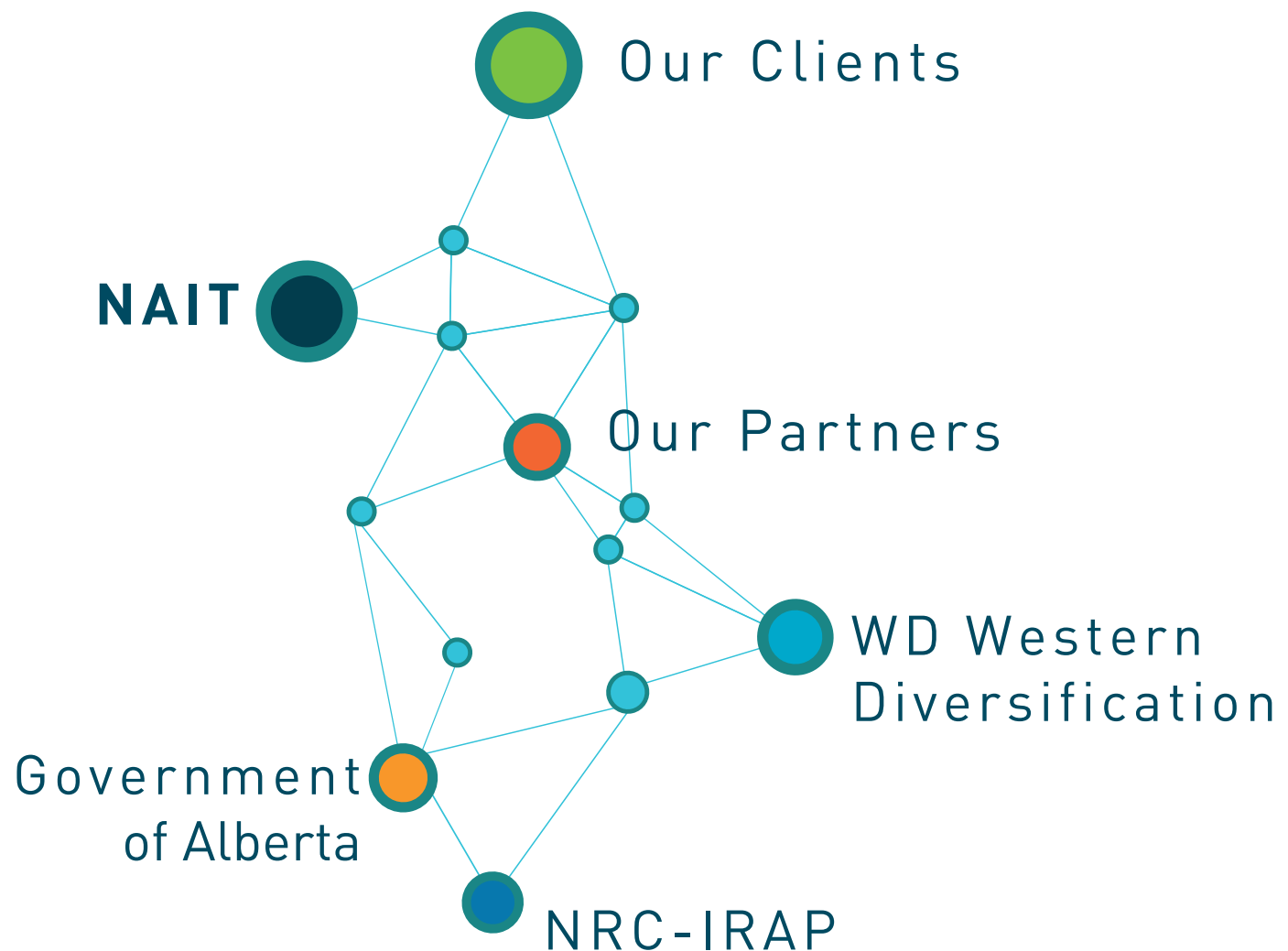




GO Acknowledgements

GO Productivity has been privileged to garner the support of a wide array of partners. We would like to thank our clients, our stakeholders, The Government of Alberta, WD Western Economic Diversification, NRC IRAP - National Research Council Industrial Research Assistance Program, NAIT - Northern Alberta Institute of Technology (NAIT), and many others for their continued support.

Through their support we continue to help companies building their capabilities and capacity become more profitable, competitive, and compete in a global marketplace.



Contact US



