

TRAINING FOR EXECUTIVES

"I need to align the whole organization around our strategy?"

"How does my business navigate an increasingly volatile market?"

"I want this company to be built to last."

"How can our services better sense and respond to market changes?"

BUSINESS AGILITY ENABLED BY THE KANBAN METHOD

ENTERPRISE SERVICES PLANNING

Enterprise Services Planning (ESP) is a set of tools that leaders of 21st Century knowledge-work enterprises can apply to their strategic and capacity planning. ESP is often described as the equivalent of MRP for a professional services business. These type of businesses perform largely invisible work, and deliver mostly intangible products and services to customers.

With increased exposure to VUCA (the conditions of volatility, uncertainty, complexity and ambiguity) it is often futile, under such condition, to plan specific results, deliverables, and milestones. The VUCA reality quickly tosses such plans out the window.

Does this sound like your enterprise? ESP can help! What you can do is: plan the capacity of your services to sense, respond, and deliver the right levels of service that meet your customers' purpose. You can plan the mechanisms of feedback to keep your network of services balanced and capable to execute your strategy. You can plan to avoid risks your enterprise can't take and to manage the risks it chooses to take. That's what we mean by "planning".

This course is divided into 5 one day modules configured into 3 tracks:

- Executive Track – 2 Days
- Product Manager Track – 3.5 Days
- Expert Track – 5 Days



Learn more here:
squirrelnorth.com/esp



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SquirrelNorth is Canada's largest team of Kanban experts and trainers.