Makerspace Operations Bootcamp

Course Outline

**Monday**

9 AM – 10 AM  Welcome, introductions, course overview, logistics, safety
10 AM - 11 AM  Tour Maker Works
11:30 AM – 12:30 PM  Lunch (Zingerman’s Bakehouse)
12:30 PM – 2:30 PM  Maker Works’ Business Perspective Chart
2:30 PM - 3:45 PM  Laser Checkout Class
3:45 PM – 4:00 PM  Evaluation
4:30 PM – 6:00 PM  Social gathering (Zingerman’s Roadhouse)
6:15 PM – 9 PM  (Optional) Open making time

**Tuesday**

9 AM - 10 AM  Vision: What, why, how to create
10 AM - 11 AM  Culture: Define, teach, live, measure, reward
11 AM - 12 PM  Values & Guiding Principles
12 PM – 1 PM  Lunch (Zingerman’s Bakehouse)
1 PM – 2 PM  How to Give Great Service
2 PM  Evaluation
2 PM - 5 PM  ShopBot class
5 PM – 9 PM  (Optional) Open making time

**Wednesday**

9 AM – 10:00 AM  Introduction to Lean
10:00 AM – 11 AM  How to Instruct, the 4 Levels of Learning
11 AM – 12 PM  SOPs: What, why, how to create
12 PM – 2 PM  Tour (ZMO) and lunch
2:30 PM – 3:30 PM  SOPs: Practice creating

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3:30 PM – 4:30 PM  How to Improve
4:30 PM – 4:45 PM  Evaluation
      5 PM – 9 PM  (Optional) Open making time

Thursday
  9 AM – 10 AM  Servant Leadership
  10:30 AM – 12 PM  Open Book Management
  12 PM – 1 PM  Lunch (Bakehouse)
  1 PM – 2 PM  Visual Management Systems, Checklists, Job Board, 43 Folders
  2 PM - 2:30 PM  Onboarding new members
  2:30 PM – 4:30 PM  5-S: Why, what, how to create
  4:30 PM – 4:45 PM  Evaluation
      5 PM – 9 PM  (Optional) Open making time

Friday
  9 AM – 10:30 AM  Open forum with Maker Works staff
  10:30 AM - 12 PM  Parking lot issues & overflow discussion
  12 PM – 2 PM  Lunch (Zingerman’s Deli)
  2 PM – 6 PM  (Optional) Open making time (MW closes at 6 pm on Fridays)

Attendees will have a regular Maker Works membership for the duration of the course plus 2 days before or after the course, and will sign all regular membership agreements.
Checkout classes are required to operate many of the tools at Maker Works; checkout classes are free for attendees during the course (and 2 extra days), and should be scheduled ahead of time.
Tools may be reserved by members--some popular tools may be reserved days ahead of time, so plan ahead if possible.
Normal staffed hours at Maker Works are 1 pm - 9 pm M-Th, 9 am - 6 pm F, and 10 am - 4 pm S-S.