

# MAKER WORKS



## Makerspace Operations Bootcamp

### Course Outline

#### **Monday**

9 AM – 10 AM	Welcome, introductions, course overview, logistics, safety
10 AM - 11 AM	Tour Maker Works
11 AM – 11:30 AM	The Business Perspective Chart: Mission, Vision, Guiding Principles, Culture, Systems, Bottom Lines
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

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.