

July 13 – 14, 2009  
Washington, DC

Optional Post-Conference  
Workshop July 15, 2009



# Lean Six Sigma Yellow Belt Certification

Achieve Comprehensive Understanding of  
Lean Six Sigma to Develop and Implement  
Organizational Improvement

## You Will Learn to:

- ▶ **Utilize the DMAIC Process More Effectively**  
Understand the DMAIC process as it pertains to your organization's unique projects
- ▶ **Apply Six Sigma Tools to Solve Organizational Challenges**  
Create solutions to business challenges with the help of Six Sigma tools and methods
- ▶ **Implement Strategy More Efficiently**  
Participate in exercises to practice new implementation concepts
- ▶ **Identify and Overcome Deployment Challenges**  
Recognize and conquer roadblocks in your deployment strategy

Receive Your Yellow Belt Certification and  
up to 16 CPE Credits

In Association with:





# Lean Six Sigma Yellow Belt Certification

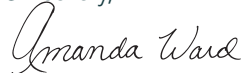
Dear Executive,

Process improvement is about commitment to excellence and quality; a commitment that we make to change the way we work on a daily basis. Lean and Six Sigma are toolsets that an organization can use to dramatically improve quality, reduce cycle time and achieve cost savings. These tools work very well independently or in concert. While Lean focuses on eliminating waste, Six Sigma focuses on reducing process variation. The end goal of deploying one or both is typically the same - increased organizational efficiency through continuous improvement.

The **Lean Six Sigma Yellow Belt Certification** course provides an overview of Six Sigma concepts, background and the Six Sigma “Define-Measure-Analyze-Improve-Control” process (DMAIC). You will learn how to develop and apply specific Six Sigma tools and methods to solve business challenges. Leaders should complete the Yellow Belt training with initial projects chartered, either ready for a Black Belt or Green Belt to lead or take with them to their training.

The **Lean Six Sigma Yellow Belt Certification** will help you create a continuous improvement culture where employees and managers use Lean Six Sigma thinking and strategy to conduct day-to-day operations and long-term projects. These methodologies and management systems enable you and your organization to create a self-sustaining process improvement program that will propagate throughout your organization for both short-and long-term success. I look forward to meeting you in July!

Sincerely,



Amanda Ward  
Director, American Strategic Management Institute

## Why Six Sigma?

- ▶ **Increased Customer Satisfaction:** Evaluate Voice of the Customer techniques that enhance customer satisfaction
- ▶ **Dramatic and Continuous Improvements:** Dissect your processes to achieve dramatic improvements in waste reduction and variation
- ▶ **Standardize Work:** Eliminate non-value added steps in your processes and significantly decrease variation to improve process
- ▶ **Better Performance Metrics:** Create sound metrics to effectively measure every phase of the improvement process
- ▶ **Effective Team Building:** Improve the quality of service and engage leadership to drive continuous improvement

# Day One

July 13, 2009



## Lean Six Sigma Yellow Belt Certification

8:00

Conference Registration and  
Continental Breakfast

9:00

Welcome Remarks and Introductions

### Introduction to Lean Six Sigma

- ▶ History and background of Lean and Six Sigma (LSS)
- ▶ Outcomes of LSS
- ▶ Core concepts and goals of LSS
- ▶ LSS Infrastructure
- ▶ The DMAIC methodology

10:30

Break

10:45

### DMAIC-Pizza Service Simulation

- ▶ Prioritizes improvement opportunities and countermeasures
- ▶ Provides for a thorough analysis of the opportunity
- ▶ Establishes a consistent approach
- ▶ Enhances employee development and motivation

### Implementation and Deployment Strategy

- ▶ Develop strategies and objectives for deployment
- ▶ Incorporate Six Sigma into organizational business strategy
- ▶ Identify key focus areas and change management processes
- ▶ Create flexibility and responsiveness in your organization

“Good ideas  
and tools for  
[Lean Six Sigma]  
implementation  
and  
deployment!”

Keith Barnard

Vice President, Flowserve

## Who Should Attend?

- ▶ CEOs
- ▶ CIOs
- ▶ COOs
- ▶ VP/Director of Process Improvement
- ▶ VP of Business/Operational Excellence
- ▶ Head of Operations
- ▶ Lean Six Sigma Deployment Leaders
- ▶ Lean Six Sigma Champions
- ▶ Head of Quality
- ... and anyone participating in Six Sigma or process improvement



# Day One, Continued

## July 13, 2009

### Lean Six Sigma Yellow Belt Certification

“Will use the [Six Sigma] tools presented to align our approach with strategic objectives.”

Toni T. Handzel,  
Dir. Quality Assurance and  
Regulatory Affairs, VirtualScopics

12:00  
Lunch

1:00

#### Managing the Lean Six Sigma Project

- ▶ Streamline Lean Six Sigma and project management strategies
- ▶ Apply measurement tools to evaluate projects and objectives

2:30  
Break

2:30

#### Define

- ▶ Define Problem
- ▶ Define Improvement Goal
- ▶ Initiation of Process Mapping Process (SIPOC)
- ▶ Select Team
- ▶ Create Project Plan
- ▶ Draft Project Charter

3:30

#### Summary & Daily Wrap Up

4:00

Day One Adjourns

## Speaker Biography: Charis Grossman

Charis Grossman is a senior consultant with The Performance Institute and the senior consultant for St. Petersburg College's Lean Six Sigma Center of Excellence. She provides consulting, education, custom training program development and facilitation in Lean Six Sigma (continuous improvement), Project Management and Business Development. She has developed, taught, and facilitated numerous seminars and provided consulting services for customers that include: Smith & Nephew, Zion Development, TSE, West Pharmaceuticals, the US Army, and the Small Business Association. By building customer relationships she gets results by; establishing goals, exposing issues and implementing creative and focused solutions.

In addition to consulting and education Charis has 13 years of hands on experience as a "Doer" leading continuous improvement projects, new process and product development projects in both the service and manufacturing industry. She has a degree from The University of South Florida in Natural Science and Chemistry, is a certified Project Management Professional (PMP®) from PMI®, a Six Sigma Black Belt and a Genuine Leadership and Stellar Service Facilitator.

Phone: 941-447-4859

E-mail: [cgrossman@Solutima.com](mailto:cgrossman@Solutima.com)

# Day Two

July 14, 2009



## Lean Six Sigma Yellow Belt Certification

8:30  
Continental Breakfast

9:00  
**Measure**

- ▶ Baseline The Current Process
- ▶ Address "Low-Hanging Fruit"
- ▶ Confirm Customer CTQs
- ▶ Determine Current Performance Baseline
- ▶ Stratify Data

**Analyze**

- ▶ Gather Causal Data
- ▶ Determine & Validate Root Causes
- ▶ Identify a Solution to Combat Root Causes

10:30  
Break

10:45  
**Improve**

- ▶ Identify Countermeasures
- ▶ Perform Cost/ Benefit Analysis
- ▶ Design Improved Process
- ▶ Develop Scorecards

**Pizza Service Simulation 2 & Control**

- ▶ Report Scorecard Data
- ▶ Create Process Control Plan
- ▶ Identify Replication Opportunities
- ▶ Develop Future Plans

12:00  
Lunch

1:00  
**Focus on Projects**

- ▶ Charter
- ▶ Stakeholder Analysis
- ▶ Communication Plan
- ▶ Process Map
- ▶ Cause and Effect
- ▶ FMEA
- ▶ Solution Tree/Matrix
- ▶ WBS/Schedule
- ▶ Control Plan

2:30  
Break

2:45  
**Review/Questions**

3:15  
**Exam**

4:00  
Day Two Adjourns

"This gives you a great look at a successful methodology and how to improve your company."

**Matt Bianchi,**  
Quality Manager, SK Foods



# Day Three

July 15, 2009

## Lean Six Sigma Yellow Belt Certification

Post-Conference Workshops are practical, supplementary application sessions which incorporate and review tools, techniques and methods presented during the event. Participants will obtain a further understanding of how to use newly acquired tools and cutting-edge strategies to improve strategic planning and financial management performance. Through group exercises and scenario-based learning, you'll walk away with the expertise and resources needed for immediate and practical application. Enrollment space is limited, so register today to reserve your place.

8:30

Workshop Registration & Continental Breakfast

9:00

Post-Conference Workshop

### Implement Proven Strategies to Ensure a Successful Lean Six Sigma Deployment

A successful Six Sigma initiative is based on a successful Six Sigma deployment. The proven model for deploying a successful process improvement initiative is to build an effective infrastructure, obtain executive commitment and involvement and have your best leaders working on projects full-time. Participate in exercises designed to help in assessing your current organizational needs and create templates to help guide you on the next steps to take in their process improvement initiatives. Discuss best practices for managing and driving Lean Six Sigma deployment, the pitfalls to avoid and how to achieve organizational excellence through Lean Six Sigma. This workshop will also define and examine:

- ▶ Lean Six Sigma Infrastructure
- ▶ Change Management
- ▶ Personnel
- ▶ Project Management
- ▶ Seven Areas of Waste

12:00

Workshop Adjourns

## Sponsorship Opportunities:

As a conference and training provider, The American Strategic Management Institute is an expert in bringing together leaders to share and discuss best practices and innovations. We connect decision-makers with respected solution providers.

The Institute offers four different pre-designed sponsorship packages:

- ▶ Event Co-Sponsor
- ▶ Session Sponsor
- ▶ Luncheon Sponsor
- ▶ Exhibit Booth Sponsor

For more information on sponsorships or to get started, contact Jessica Ward at 703-894-0920 x 215 or [Ward@PerformanceWeb.org](mailto:Ward@PerformanceWeb.org)

# In-House Training

## Lean Six Sigma Yellow Belt Certification

Process improvement is about commitment to excellence and quality; a commitment that we make to change the way we work on a daily basis. Lean and Six Sigma are toolsets that an agency or organization can use to dramatically improve quality, reduce cycle time and achieve cost savings. By bringing our trainings and certification courses on-site to your organization, The Performance Institute will help you create a continuous improvement culture where employees and managers use Lean Six Sigma thinking and strategy to conduct day to day tasks and longer term projects. These programs will enable you and your organization to create a self-sustaining process improvement program that will propagate throughout your organization for years to come for long term success.

### Methodology-Based Services

- ▶ **Organizational assessments:** Experts assess an organization to determine Lean Six Sigma readiness, project priorities, organizational alignment and resource allocation.
- ▶ **Executive Mentoring and Coaching:** Trainers work with senior government managers on such issues as strategic planning, performance management, process improvement integration and leadership development.
- ▶ **Project Mentoring and Coaching:** The Performance Institute stands ready to provide project mentoring and coaching through on-site, telephonic or email support.
- ▶ **Deployment Plan Development:** Our trainers work closely with senior managers to determine the necessary strategic objectives and focus points for a customized targeted or enterprise-wide deployment plan.
- ▶ **Quality Management System Development:** The Performance Institute assists and guides organizations to develop an overall quality management system which provides visibility you need to manage and sustain your process improvement efforts.

### Available On-Site Offerings

- ▶ Deployment
- ▶ Champion
- ▶ White Belt
- ▶ Yellow Belt
- ▶ Green belt
- ▶ Black Belt
- ▶ Master Black Belt
- ▶ Lean Tools
- ▶ Change Management
- ▶ Balanced Scorecard

For more information about in-house training options available to you, please contact Jennifer Mueller at 703-894-0920 x 217 or email her at [Mueller@PerformanceWeb.org](mailto:Mueller@PerformanceWeb.org).

**Position yourself as a superior yellow belt champion**





# Logistics & Registration

## Lean Six Sigma Yellow Belt Certification

### Venue and Hotel

Lean Six Sigma Yellow Belt Certification will be held at the Performance Institute's Training Center in Arlington, VA, just one block east of the Courthouse stop on the Orange Line of the DC Metro. A public parking garage is located inside of the building for \$10/day. Continental breakfast, refreshments and lunch will be provided for delegates on each day.

The Performance Institute Training Center  
1515 N. Courthouse Rd., Suite 600  
Arlington, VA 22201  
703-894-0920

A limited number of rooms have been reserved at the Arlington Rosslyn Courtyard by Marriott at the prevailing rate of \$209.00 until June 15, 2009. Please call the hotel directly and reference code "Yellow Belt" when making reservations to get the discounted rate. The hotel is conveniently located three blocks from the Rosslyn Metro station. Please ask the hotel about a complimentary shuttle that is also available for your convenience.

Arlington Rosslyn Courtyard by Marriott  
1533 Clarendon Blvd.  
Arlington, VA 22209  
Phone: 703-528-2222 / 1-800-321-2211  
www.courtyardarlingtonrosslyn.com

Hotel and travel costs are not included in the conference tuition.

### Tuition & Group Discounts

The tuition rate for attending the Lean Six Sigma Yellow Belt Certification is as follows:

	Early Bird Rate*	Regular Rate
Conference Only	\$ 899	\$999
Workshop	---	\$199

\*For the Early Bird Rate, Register by May 4, 2009.

For more information on group discounts for Lean Six Sigma Yellow Belt Certification please contact Dave Yerks at 858-866-9381 or email him at Yerks@ManagementWeb.org.

### CPE Credits



Delivery Method: Group-live  
Prerequisites: None  
**CPE Credits: 16**

Program Level: Beginner  
Advanced Prep: None

The American Strategic Management Institute (ASMI) is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding sponsors may be addressed to the National Registry of CPE Sponsors, 150 Fourth Avenue North, Nashville, TN 37219-2417. Website: www.nasba.org.

### Cancellation Policy

For live events: ASMI will provide a full refund less \$399 administration fee for cancellations four weeks before the event. If cancellation occurs within two weeks prior to conference start date, no refund will be issued. Registrants who fail to attend and do not cancel prior to the event will be charged the entire registration fee.

All the cancellation requests need to be made online. Your confirmation email contains links to modify or cancel registrations. Please note that the cancellation is not final until you receive a written confirmation.

Payment must be secured prior to the conference. If payment is not received by the conference start date, a method of payment must be presented at the time of registration in order to guarantee your participation at the event.

### Quality Assurance

ASMI strives to provide you with the most productive and effective educational experience possible. If after completing the course you feel there is some way we can improve, please write your comments on the evaluation form provided upon your arrival. Should you feel dissatisfied with your learning experience and wish to request a credit or refund, please submit it in writing no later than 10 business days after the end of the training to:

ASMI: Quality Assurance  
1515 N. Courthouse Road, Suite 600  
Arlington, VA 22201

Note: As speakers are confirmed six months before the event, some speaker changes or topic changes may occur in the program. ASMI

is not responsible for speaker changes, but will work to ensure a comparable speaker is located to participate in the program. If for any reason ASMI decides to cancel this conference, ASMI accepts no responsibility for covering airfare, hotel or other costs incurred by registrants, including delegates, sponsors and guests.

### Discounts

- All 'Early Bird' Discounts must require payment at time of registration and before the cut-off date in order to receive any discount.
- Any discounts offered whether by ASMI (including team discounts) must also require payment at the time of registration.
- All discount offers cannot be combined with any other offer.
- Discounts cannot be applied retroactively

## Registration Form

To Register, call 703-894-0920, Fax this Form to: 703-894-0482 or Visit [www.ASMIweb.com/L6SYellow](http://www.ASMIweb.com/L6SYellow)

- Yes! Register me for Lean Six Sigma Yellow Belt Certification
- Add the Post-Conference Workshop
- Please call me. I am interested in a special Group Discount for my team

### Delegate Information

Name \_\_\_\_\_ Title \_\_\_\_\_

Organization \_\_\_\_\_ Dept. \_\_\_\_\_

Address \_\_\_\_\_





City \_\_\_\_\_

State \_\_\_\_\_ Zip \_\_\_\_\_

Telephone \_\_\_\_\_ Fax \_\_\_\_\_

Email \_\_\_\_\_

### Payment Information

- Check     Purchase Order / Training Form     Credit Card    

Credit Card Number \_\_\_\_\_

Expiration Date \_\_\_\_\_ Verification no. \_\_\_\_\_

Name on Card \_\_\_\_\_ Billing Zip \_\_\_\_\_

Please make checks payable to: The Performance Institute

Priority Code: B292-ONCAT