



Preliminary
Program
asq.org/lssc

Positive Outcomes:

Putting Lean and Six Sigma to Work

2012 Lean and Six Sigma Conference

February 27–28, 2012 • Pointe Hilton Tapatio Cliffs Resort • Phoenix, AZ



ASQ®

The Global Voice of Quality™

Lean and Six Sigma have never been more important than they are in today's business environments. Find out how lean and Six Sigma tools and resources can help you improve your organization's competitiveness and make positive business outcomes.

Whether you are a beginner or a seasoned veteran, the 2012 Lean and Six Sigma Conference can make a difference, with more than 50 sessions, hands-on workshops, keynote speakers, and multiple networking opportunities.

It doesn't matter if you are in manufacturing, service, government, or healthcare—you will get the new ideas you need to deliver positive outcomes.

Early-bird Pricing

(Available through January 15, 2012)

ASQ Members \$1,095

Nonmembers \$1,295

Group (5-19) \$895

Group (20+) \$795

Regular Prices

(Available after January 15, 2012)

ASQ Members \$1,195

Nonmembers \$1,395

Group (5-19) \$895

Group (20+) \$795

Become an ASQ member to get registration discounts.

To register for the 2012 ASQ Lean and Six Sigma Conference, visit asq.org/lssc.

Hotel Information

Pointe Hilton Tapatio Cliffs

11111 N. Seventh St.

Phoenix, AZ 85020

Phone: 602-866-6394

Rates: \$169 single/double occupancy, plus applicable taxes. The Pointe Hilton Tapatio Cliffs Resort requires a one-night down payment when you make a reservation.

Reservations: 1-800-Hiltons

Cut-Off Date: January 27, 2012

Group Name: 2012 Lean and Six Sigma Conference

Group Code: LSX

NOTE: Lean and Six Sigma Conference attendees who make their reservations in the ASQ block of rooms will receive complimentary in-suite Internet access and complimentary fitness center access. If you book outside the block of rooms, these benefits will not be available to you.

93 percent of the more than 400 attendees of the 2011 ASQ Lean and Six Sigma Conference said they would recommend this conference to others.

Satisfaction Guaranteed

Your satisfaction is our goal. If you are not completely satisfied with the content of the 2012 Lean and Six Sigma Conference, we will gladly apply your conference fees to another ASQ headquarters conference or course of your choice.

Positive Outcomes:

Putting Lean and Six Sigma to Work

The 2012 Lean and Six Sigma conference sessions and workshops have been developed around the theme and following areas.

The Global Imperative

Market and industrial globalization continue to grow—and so do the challenges. Demonstrate how lean and/or Six Sigma have been utilized to exceed customer needs, improve customer value, mitigate issues in a global environment, and provide positive outcomes in a global community.

New/Unique Applications with Lean and Six Sigma

Maybe there's a new way that your organization has applied an existing lean or Six Sigma "tool" to produce positive outcomes. Care to share a unique best practice that clearly demonstrates customer and organizational benefits—what, why, and how—and what the result was?

Technical/Applied/Statistical Tools

Deliver value and excellence with hands-on proven tools—advanced, intermediate, and beginner — from 5S to ANOVA, from A3 to Weibull Analysis, and from kaizen to designed experiments. Share your tools prowess; show me and tell me what, why, and how. Advanced applications are encouraged to apply.

Cost/Waste/Defect Reduction

Lean and Six Sigma activities and strategies benefit the enterprise and enable it to produce positive outcomes by reducing cost, eliminating waste, and getting rid of defects. As an attendee, what can you tell me that I can leverage at my organization to achieve some of the same positive outcomes?

The Culture of Improvement

Learning and applying the tools is usually more successful when a culture of outcome-based improvement and sustainability is in place. The infrastructure must support, nurture, and enable success to occur. This focus area looks at perhaps how that environment was created, but more importantly, what is being done to sustain that environment through the people factor of lean and Six Sigma; developing and providing strong, effective leadership that sets the direction; management that supports the initiatives; developing teams that share common goals; and the human interaction focused on providing the best customer experience through lean and Six Sigma.



Keynote Speakers

Ari Weinzweig

Co-Founding Partner Zingerman's

Ari Weinzweig is CEO and co-founding partner of Zingerman's in Ann Arbor, MI. The Zingerman's Community of Businesses has annual sales

approaching \$40 million. One of those companies is ZingTrain, a consulting and training company that shares Zingerman's approach to business with like-minded organizations from around the world.

In 1988 Zingerman's was instrumental in the founding of Food Gatherers, a perishable food rescue program that annually delivers more than 1 million pounds of food to people in need.

Weinzweig was recognized in the 2006 Who's Who of Food and Beverage in America by the James Beard Foundation, and is the author of a number of articles and books.



Gregory D. North

Vice President Xerox Corporate Lean Six Sigma

Joining Xerox in January 2011, North is responsible for leading the company's Lean Six Sigma program and its ongoing business transformation journey.

North was previously the senior vice president of Process Excellence Workplace Investing at Fidelity Investments, where he led numerous quality and transformation programs and was responsible for developing and deploying its global quality systems standard, Lean Six Sigma program, and Management by Fact process management system. North also held a range of business excellence and quality positions at M/A-COM Wireless Communications and Electronics, part of Tyco International.

North is a certified Master Black Belt and holds a bachelor's degree from the College of William and Mary.



Sponsored by:



Certification and Networking Opportunities

Certifications

Sunday, February 26, 2012 • 10:00 a.m.

Application deadline: January 20, 2012

Six Sigma Black Belt Certification

The Certified Six Sigma Black Belt is a professional who can explain Six Sigma philosophies and principles, including supporting systems and tools. A Black Belt should demonstrate team leadership, understand team dynamics, assign team member roles and responsibilities, and have a thorough understanding of all aspects of the DMAIC model in accordance with Six Sigma principles.

Six Sigma Green Belt Certification

The Six Sigma Green Belt operates in support of or under the supervision of a Six Sigma Black Belt, analyzes and solves quality problems, and is involved in quality improvement projects. A Green Belt is someone with at least three years of work experience who wants to demonstrate his or her knowledge of Six Sigma tools and processes.

Lean Bronze Level Certification (SME/AME/Shingo Prize/ASQ Partnership)

Earning your Lean Bronze Certification demonstrates your solid understanding of basic lean principles and tools, and your ability in tactical implementation that drives improvement and shows measurable results.

Networking

The 2012 Lean and Six Sigma Conference offers attendees multiple networking opportunities with sponsors, exhibitors, and other attendees. Take advantage of daily refreshments and networking and lunch breaks, as well as two conference receptions.

Meet the Keynotes Reception

Sunday, February 26 • 5:30 – 7:00 p.m.

Sponsored by the ASQ Six Sigma Forum

Come to this special complimentary event in the exhibit hall and meet with fellow conference attendees, sponsors, and exhibitors, and mingle with the 2012 Lean and Six Sigma Conference keynote speakers. **Attend and enter to win an Apple iPad™** courtesy of the ASQ Six Sigma Forum.

Conference Networking Reception

Monday, February 27 • 5:30 – 7:00 p.m.

Chat with the conference sponsors and meet with other conference attendees and share what you learned on your first day at the 2012 Lean and Six Sigma Conference. **You will also have the chance to win a free registration to the 2013 Lean and Six Sigma Conference**, courtesy of the ASQ Six Sigma Forum.

ASQ Six Sigma Forum Master Black Belt Panel and Networking Session

Tuesday, February 28 • 9:15 a.m. – Noon

Facilitated by the ASQ Six Sigma Forum

This extremely popular workshop is an innovative event that combines a selected group of Lean Six Sigma experts and Master Black Belts with Lean and Six Sigma Conference attendees to cover some of the hottest topics related to the theme of the 2012 ASQ Lean and Six Sigma Conference.

Apply today

Apply for any of these certifications at asq.org/lssc.

Two-Day Courses

Lean Bronze Certification Review Program

Friday, February 24 • 8:00 a.m. – 5:00 p.m.
Saturday, February 25 • 8:00 a.m. – 3:30 p.m.

Member price: \$590
List price: \$790

Prepare for the Lean Certification Bronze-level exam using topics reviewed by authorized lean facilitators. The course uses a combination of concept presentations, practice exams, worksheet development and discussion, and group question review to give you the best chance to pass your exam.

Lean Leadership Skills Workshop

Wednesday, February 29 • 8:00 a.m. – 5:00 p.m.
Thursday, March 1 • 8:00 a.m. – 5:00 p.m.

Member price: \$1,095
List price: \$1,295

Team leaders, supervisors, value stream managers, trainers, and lean facilitators should attend this workshop. The two-day workshop utilizes a lean leadership inventory, which is an in-session assessment for participants to evaluate their present skill levels in eight different lean leadership competencies. The inventory serves as a baseline for skills they will acquire in the course.

One-Day Courses

Business Process Management Orientation Workshop

Wednesday, February 29
8:00 a.m. – 5:00 p.m.

Member price: \$325
List price: \$325

Anyone engaged as a process owner or process improvement team leader, in any market or industry, should attend this workshop. This business process management (BPM) orientation provides an insightful and high-level overview that prepares you to lead your team through achieving business process excellence through an improved understanding of customer requirements, process requirements, and measures of success and failures. This effort leads to improved results in process performance and better engagement for process improvement activities. Each major component includes an exercise. At the end of this one-day workshop, you'll have a comprehensive deployment plan that will optimize your business improvement initiatives such as Lean Six Sigma and others.

Practicing for Positive Event Outcomes

Wednesday, February 29
8:00 a.m. – 5:00 p.m.

Member price: \$295
List price: \$295

This full-day interactive Lean/Six Sigma/TOC workshop utilizes a simulated project that showcases the many different tools for lean, Six Sigma, and theory of constraints.

Team members receive a process, and then baseline measures are established using catapults. Lean tools are used to remove the waste from the system. Participants then use Six Sigma/theory of constraints tools to remove the remaining variation. It is a competition between teams to win the contract award by the close of the competition.

7:15 a.m. – 8:00 a.m.
Breakfast

8:00 a.m. – 9:00 a.m.
Welcome and Keynote Speaker

Ari Weinzweig
Co-Founding
Partner
Zingerman's



9:15 a.m. – 10:15 a.m.
Refreshment Break/Product Demos
(Exhibit Hall)

10:15 a.m. – 11:15 a.m.
Concurrent Sessions (A)

Session A1: Customization is Critical in Deployment

Gary Jing

Key Session Outcomes:

- A unique four-step structured approach in deploying strategic initiatives that was generated and tested through multiple deployments
- Interesting voice of the customer (VOC) findings for DFSS that even for a highly technical program such as DFSS a majority of needs are nontechnical
- A highly customized and simplified DFSS program resulted from the VOC and above approach, including its structure, curriculum, eight most-needed core tools, and so on

Session A2: A Lean Approach to Improving Service Call Center Performance

Shaveta Datta

Key Session Outcomes:

- Transform a company from a cost center into a profit center
- Increase market share
- Enhance the customer experience in a competitive global economy

Session A3: Empower Your Staff to Eliminate the Eight Wastes Everyday

Chuck Aubrey

Key Session Outcomes:

- Understand how kaizen events engage and tap the power of every employee and motivate performance
- Learn how to measure and improve process performance and voice of the customer
- Be able to return to work and develop, prepare, and conduct mini-kaizen events

Session A4: Using the Voice of Multiple Types of Customers to Drive Quality

John Goodman and John Adamo

Key Session Outcomes:

- Learn how a voice of the customer can be assembled from multiple sources and multiple levels of customers and placed in a single context
- Understand how “easy to do business with” can be operationalized and measured to reduce customers at risk by 30 percent
- Learn how data can be used to set priorities based on revenue and word-of-mouth impact, even in a B2B setting
- Discover how an end-to-end customer experience opens up a wider range of possible solutions, including changes in sales and expectation setting and proactive customer education when capital investment limitations will not allow changes in plant, equipment, and infrastructure

Learn more

Complete session descriptions and presenter information can be found at asq.org/lssc.

Session A5: Sustaining Lean—Ensure Your Effort Is Not the Next Flavor of the Month

Robert Petruska

Key Session Outcomes:

- Learn how a large privately held company met an increasing demand for continuous improvement without adding people.
- Learn how and when to have critical conversations with key sponsors and process owners.
- Walk away with a valuable placemat that outlines key sponsor behaviors needed to sustain lean.

Session A6: Overcoming Challenges of Lean Deployment in Healthcare Systems—Proven Strategies

Javaid Cheema

Key Session Outcomes:

- Successful lean deployment always comprises a multipronged approach.
- Internally, a lean transformation must be launched at every level simultaneously—lean strategic planning at the top level, lean execution at the middle management level, and operational deployment at tactical level.
- Lean transformation is not a one-time activity.

10:15 a.m. – 12:30 p.m.

Concurrent Workshop 1

Sustainable PowerPoint-Free Lean Six Sigma Training

Dale Schattenkirk and Bonita Matushewski

Key Workshop Outcomes:

- Training does not have to be difficult to be effective.
- Training does not have to be costly.
- How to get your team members to start to teach themselves
- How to effectively spread training by using your own staff versus costly consultants
- Leave with a road map to begin creating your own Lean Six Sigma training program.

11:30 a.m. – 12:30 p.m.

Concurrent Sessions (B)

Session B1: Lean Tools Application in a Business Management System

Forrest Breyfogle

Key Session Outcomes:

- Learn how to report lean metrics such as takt time, lead time, and defective rates so they can be assessed for stability and be reported as predictive statements, when appropriate
- Understand how multiple value streams can be systematically documented and analyzed so key processes are identified and targeted
- Learn how lean improvement projects can be more effectively aligned to analytically and innovatively determine strategies that positively impact the big picture

Register today

Visit asq.org/lssc to register for the conference.

Session B2: How to “Lean” Your Documentation in Five Days or Less

Vic Nanda

Key Session Outcomes:

- Discover what waste (overhead) results from nonvalue-added content and why an organization must maximize elimination of nonvalue-added content
- Understand how to categorize effort required to document value-added content
- Learn how to maximize reduction of nonvalue-added content, minimize effort associated with value-added content, and measure document and effort reduction after improvements

Session B3: Practical Experimental Design

Beverly Daniels

Key Session Outcomes:

- Understand the different types of factors (direct control, indirect control, and uncontrolled) and how to leverage them in creating efficient experiments
- Learn how to develop an iterative approach to identifying the important factors
- Gain a practical understanding of different experimental structures and how to analyze them graphically: block designs, split plots, crossed, nested, grouped, and matched pairs
- Understand how replication builds confidence in the reliability of the results rather than statistical quantification of “confidence”

Session B4: Data in the Abstract Has Little Value

Brandon Theiss

Key Session Outcomes:

- Define what are quality data

- Understand how data can be collected without affecting cycle times of the process
- Identify and overcome barriers to flow information
- Understand the importance of communicating information at all levels of the organization from executives to operators

Session B5: Using the Explosive Power of C4

J. R. McGee

Key Session Outcomes:

- Increase the effectiveness in communicating to key leadership about program objectives and results
- Improve the ability to develop and broaden levels of long-term programmatic and organizational support
- Significantly improve the ability to integrate lean and Six Sigma efforts into your strategic plans and organizational goals and objectives
- Learn new techniques to improve clarity and consistency of messaging to all stakeholders

Session B6: Maintaining the Progress—What Happens After the Event Week?

Sandra Miller

Key Session Outcomes:

- Identify tools for tracking the progress of the team
- Learn how to develop and track return on investment for projects
- Find out how to plan for the “after life” of an event
- Learn how to effectively use a project review board

12:30 p.m. – 1:45 p.m.

Lunch

Learn more

Complete session descriptions and presenter information can be found at asq.org/lssc.

2:00 p.m. – 3:00 p.m.
Concurrent Sessions (C)

Session C1: Making Positive Outcomes in Accountability

Beth Rambo and Peter Kaprielyan

Key Session Outcomes:

- Learn how effective Lean and Six Sigma tools can be in nontraditional processes
- Lessons learned when dealing with accountability in the workplace
- Learn how to run a successful improvement event on nontraditional processes

Workshop C2: How to Mentor LSS Belts to Accelerate Organizational Results Part 1 of 2 (continued during workshop D2)

Michael Levy

Key Workshop Outcomes:

- Understand an effective approach to mentoring LSS belts
- Observe the approach in actual use
- Practice the approach with other attendees

Session C3: Healthcare “Kaizen”: Daily Continuous Improvement

Mark Graban

Key Session Outcomes:

- Learn practical methods to effectively solicit, implement, share, and reward improvement ideas driven by front-line staff
- Describe management mindsets, methods, and culture required for daily continuous improvement, including the role of supervisors, managers, and senior leaders
- Understand how continuous improvement and week-long events fit into the kaizen and lean frameworks

Session C4: Experimenting With Continuous and Categorical Factors

Steve Bailey

Key Session Outcomes:

- Understand how to express a second-order empirical model with both continuous and categorical factors
- Understand the benefits of generating data via an “optimal” design for fitting such models
- Learn how to “exercise” the fitted models to obtain process understanding and optimization

Session C5: Increasing Control Plan Acceptance

Jack West

Key Session Outcomes:

- Discover the necessity for understanding and incorporating change management practices in LSS projects
- Learn how to recognize the elements of effective change management
- Learn how to incorporate change management principles into control plans

Session C6: Six Sigma “Extreme Makeover: Corporate Edition”

Pat Damrow and Brad Zylstra

Key Session Outcomes:

- Learn how to sustain interest in Six Sigma methodologies and tools
- Discover how to identify areas for continuing improvement
- Understand how to make Six Sigma more relevant in day-to-day activities

Register today

Visit asq.org/lssc to register for the conference.

2:00 p.m. – 4:30 p.m.

Concurrent Workshop 2

ASQ Lean Certification Café Dialogue and Networking

Kiami Rogers and Frank Murdock

Key Workshop Outcomes:

- Obtain a lean certification brochure
- Gain a better understanding about the requirements and benefits of obtaining the ASQ Lean certification
- Gain a knowledge of how to expand a network of other lean practitioners

3:00 p.m. – 3:30 p.m.

Break

3:30 p.m. – 4:30 p.m.

Concurrent Sessions (D)

Session D1: Using Monte Carlo Simulations in a Value Stream Mapping Process

Robin Sokolski

Key Session Outcomes:

- Learn simulation
- Advance VSM skills
- Enhance modeling

Workshop D2: How to Mentor LSS Belts to Accelerate Organizational Results Part 2 of 2 (continued from Workshop C2)

Michael Levy

Key Workshop Outcomes:

- Understand an effective approach to mentoring LSS belts
- Observe the approach in actual use
- Practice the approach with other attendees

Session D3: Building and Revitalizing a Sustainable Lean Capability in an Already Successful Organization

James Zurn and Roland Cavanagh

Key Session Outcomes:

- Learn a proven approach to building a sustainable lean capability woven into the corporate fabric and culture
- Discover key items and deliverables leading to successful adoption and expansion
- Understand the choices available and the course QLogic has planned for building on a successful Lean deployment

Session D4: Eight Keys to Making Sure Your DOE Isn't D.O.A.

Louis Johnson

Key Session Outcomes:

- Learn to design an experiment to ensure a successful outcome
- Plan an experiment to maximize the power of the data collection
- Learn the eight key considerations in experiment design and execution

Session D5: Enhancing Your LSS Facilitation Toolbox with Senge's Fifth Discipline

Scott Rutherford

Key Session Outcomes:

- Understand the five disciplines defined in Peter Senge's *The Fifth Discipline*
- Understand that evolutionary change comes from how people interact with the process
- Understand how dialogue and skillful discussion enhances current facilitation toolkit

Learn more

Complete session descriptions and presenter information can be found at asq.org/lssc.

Session D6: Execution: The Key to Six Sigma Success

Jerry Mairani and Andrew Winter

Key Session Outcomes:

- Discover why the issue of implementation failure exists and how it can be addressed
- Learn about assignable tasks that are contained in 12 specific categories
- Map critical core competencies from the ASQ Six Sigma Body of Knowledge with defined assignable tasks, making it possible to audit the organization's training and support systems

4:45 p.m. – 5:30 p.m.

Monday Closing Keynote Session

Visit asq.org/lssc for additional updates and information.

5:30 p.m. – 7:00 p.m.

Networking Reception



7:15 a.m. – 8:00 a.m.
Breakfast

8:00 a.m. – 9:00 a.m.
Keynote Speaker

Gregory D. North
Vice President
Xerox Corporate
Lean Six Sigma



9:15 a.m. – 10:15 a.m.
Concurrent Sessions (E)

Session E1: Transforming the ED Patient Experience: Building in Change

Kristin Kadera and John Rossi

Key Session Outcomes:

- Learn about the emergency department front-end redesign: there is more to this change than construction
- Explore the principles of change management as they applied to change in the BWH Emergency Department
- Discover the key change concepts that can be applied to other organizational initiatives

Workshop E2: Portfolio Prioritization: More than a Spreadsheet
Part 1 of 2 (continued during Workshop F2)

Kevin Kozak

Key Workshop Outcomes:

- Understand Genentech Oceanside's Operational Excellence journey and relationship to the Portfolio Management process
- Realize the importance of linking your project portfolios to the business strategy
- Learn tools you can apply in your journey

Session E3: Using the Voice of the Customer in the Application of Lean

Frank Murdock

Key Session Outcomes:

- What is the VOC and what it can and cannot provide
- Discover why the VOC is important, particularly in the application of Lean
- Learn how to measure the VOC in different applications including healthcare, service, and manufacturing

Session E4: A3 Problem Solving—The Missing Link in Many Lean Transformations

Mike Osterling

Key Session Outcomes:

- Significant resistance when implementing improvements
- The adoption of superficial or ineffective solutions
- Nonstructured approaches to problem solving (that is, everybody trying to solve problems their own way)

Session E5: The Lean CEO

Larry Stern and Terra Vanzant-Stern

Key Session Outcomes:

- Learn what the lean CEO needs from the Lean Six Sigma practitioner
- Learn what it takes to move into a Lean CEO role
- Learn how to use critical thinking models to solve problems quickly

Session E6: Increasing “Net Promoter Scores” with Six Sigma

William Maloney and Edward Collins

Key Session Outcomes:

- Six Sigma and NPS are complementary and can work well together to measurably increase customer satisfaction.
- ANOVA can illuminate true root causes of customer dissatisfaction and eliminate strongly held but incorrect views of the problem.
- NPS scores can be examined, and target areas identified, through a “gap analysis” between an ideal score and the “missed points” per category.

9:15 a.m. – Noon

Concurrent Workshop 3

ASQ Six Sigma Forum Experts Networking Session

Joe Basala and Rachel Delisle, ASQ Six Sigma Forum

Key Workshop Outcomes:

- Learn new ideas as you interact and participate with others
- Network with colleagues who represent a variety of markets and cross-functional roles and responsibilities
- Share success stories, failures, and lessons learned
- Discover new ideas from Lean Six Sigma Master Black Belt experts
- Apply ideas, best practices, and knowledge from others within your own organization
- Continue to learn and contribute after the session through ASQ-facilitated social and networking communities

10:15 a.m. – 11:00 a.m.

Break

11:00 a.m. – Noon

Concurrent Sessions (F)

Session F1: Six Sigma for Sustainability: Green Lean Six Sigma

Harriet Nembhard

Key Session Outcomes:

- Uses principles of sustainability in business decisions
- Committ to environmental principles in its business operations
- Supplants demand for nongreen products and/or services with environmentally friendly alternatives
- Is greener than traditional competition

Workshop F2: Portfolio Prioritization: More than a Spreadsheet

Part 2 of 2 (continued from Workshop E2)

Kevin Kozak

Key Workshop Outcomes:

- Understand Genentech Oceanside’s Operational Excellence journey and relationship to the Portfolio Management process
- Realize the importance of linking your project portfolios to the business strategy
- Learn tools you can apply in your journey

Session F3: Lean Handbook Journey

Anthony Manos

Key Session Outcomes:

- Gain a better understanding of the make-up of the *Lean Handbook*
- Learn how the body of knowledge flows
- Move beyond just the tools of Lean

Register today

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Session F4: DOE for Service Processes: Benefits and Challenges

Jiju Antony and Larry Smith

Key Session Outcomes:

- Understand the need for DOE as a powerful methodology within LSS for service process understanding and optimization
- Discover the fundamental challenges in the use of DOE in service industries
- Learn the benefits of DOE in the context of service organizations
- Explore case-study examples of how DOE can be applied in a service context
- Learn what the future holds for DOE in service industries

Session F5: Creating the Improvement-Minded Organization

Karen Martin

Key Session Outcomes:

- Learn four ways in which the lack of clarity, focus, discipline, and engagement hurt, slow, or prevent improvement efforts
- Describe how ambiguous terms thwart efforts to improve quality
- Define engagement in relation to operational performance
- List four ways to immediately improve the level of clarity, focus, discipline, and engagement across a significant chunk of an organization

Session F6: Intel Finance: Optimizing Processes Using LSS

Joseph Pokorski

Key Session Outcomes:

- Learn how to use Lean/Six Sigma in a services environment (primarily finance)
- Learn how to leverage BPM to make your LSS improvement truly embedded and long lasting
- Discover how to smartly use the various tools in the LSS toolbox
- Learn how to develop an efficient LSS office while maximizing results for the organization

Noon – 1:15 p.m.

Lunch

1:30 p.m. – 2:30 p.m.

Concurrent Sessions (G)

Session G1: Human Aspect of Lean Manufacturing—Improve Productivity and Reduce Injury 50 to 90 Percent

Barry Carlin

Key Session Outcomes:

- Be able to look at a worker-workstation-process interface and identify where they hurt, how productivity is affected, what injury may develop, and how to eliminate the stress and maximize process efficiency
- Influence workers to apply the most efficient work behaviors whether a supervisor is present or not.
- Systems that take minimal supervisor time to identify, reward, and influence the most efficient work behavior

Session G2: Operational Risk Meeting + Six Sigma = Success

Roberta Pek

Key Session Outcomes:

- Foster a culture of accountability and transparency
- Teach employees to operate as individual risk managers on a daily basis
- Create a workforce focused on identifying and managing operational risk

Learn more

Complete session descriptions and presenter information can be found at asq.org/lssc.

Session G3: Mistake Proofing, Beyond the FMEA

Jack Pritchard

Key Session Outcomes:

- Understand how to apply formal mistake proofing to manufacturing and transactional processes
- Know the difference between the various mistake-proofing methods
- Understand when each method is appropriate and when it is not
- Have a general understanding of how to integrate mistake proofing into the process and culture

Session G4: Modeling and Simulation for Lean and Six Sigma

William Robinson

Key Session Outcomes:

- Learn how modeling and simulation can be used to help make your Lean and Six Sigma projects successful
- Understand some of the potential pitfalls and mistakes in using modeling and simulation, and learn how to identify them
- Learn about the latest modeling and simulation techniques

Session G6: DMAIC and Reducing Training Expenses—By a Lot!

Jd Marhevko

Key Session Outcomes:

- Help people understand how quality and lean tools can be applied across a supply chain process to dramatically reduce expenses
- Gain an increased understanding of the power of silent brainstorming
- Demonstrate a live set of results across an interactive transactional process

1:30 p.m. – 4:00 p.m.
Concurrent Workshop 4

ASQ LSS 2012 Minitab Workshop

Lou Johnson, Paul Sheehy, and Terry Ziemer

Key Workshop Outcomes:

- Value stream mapping: Discussion and creation of simple value stream map using Minitab's quality companion
- Salary compensation debate: Evaluating inputs one at a time (univariate in X) and then as a whole (multivariate in X). This will explore choosing the proper graphical and statistical analysis tools to analyze a topic with many inputs.
- Specialty control charts: Presentation of P, U, G, and T charts
- Monte Carlo simulation: This will be done through use of worksheets and will use known engineering/math objective functions.
- Graphical analysis for business decisions: Various graphs created and interpreted
- Extended gage R&R: Insights on handling additional factors with an extended GR&R
- Parameter and tolerance design (variation transmission) using Minitab macros

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2:30 p.m. – 2:45 p.m.
Break

2:45 p.m. – 3:45 p.m.
Concurrent Sessions (H)

Session H1: The Morph of Healthcare Facility Design Using Lean

Cindy Jimmerson

Key Session Outcomes:

- Engage the people who do the work in new design
- Create an operational vision to guide the work
- Standardize and visualize design ideas to expedite and improve communication between staff members and the design team
- Learn to use lean thinking/methods to reduce cost over-runs in construction

Session H2: Operational Excellence with a “Human Face” in a BPO

Viswanathan Balasubramanian

Key Session Outcomes:

- Learn how operational excellence *without* a human face is unsustainable. Policing does not help.
- Learn how having the right system and the right role in place will lead to the right behaviors by leveraging systems theory (Peter M. Senge) and cognitive dissonance theory (Leon Festinger) practices
- Understand how to make best practices a role

Session H3: The Cultural Challenges of Sustaining Lean in a Low Volume/High Mix Environment

Markus Reiter

Key Session Outcomes:

- Apply lean concepts and tools to a low-volume/high-mix production environment
- Learn how engagement of employees at all levels of the organization leads to successful implementation of the program
- Discover how an effective and focused leadership that sets direction and becomes actively involved can overcome a company's cultural challenges

Session H4: Design of Experiments—Discrete Choice Designs

Don Lifke

Key Session Outcomes:

- Gain an understanding of discrete choice designs
- Learn a new tool for evaluating what customers really want rather than optimizing what they already have
- Understand how discrete choice designs can greatly increase your survey response rates

Session H5: Lean Six Sigma—The Journey and Evolution Toward Sustainability

Jill Koroseta and Anthony Cavagnaro

Key Session Outcomes:

- Discover how Lean Six Sigma can strategically drive patient-focused and business results through Lean Six Sigma initiatives
- Learn how Lean Six Sigma can be a fun and rewarding catalyst to cultural transformation and sustainment
- Understand the lean and Six Sigma deployment journey and evolution from CTCA

Learn more

Complete session descriptions and presenter information can be found at asq.org/lssc.

Session H6: Lean Value Stream Mapping in the Ear-Nose-Throat Practice

Dustin Kuchera and Kassandra Young

Key Session Outcomes:

- Determine which individuals to include during value stream mapping
- Achieve buy-in from the quality improvement workgroup
- Define the team, goal, timelines, and metrics for each improvement opportunity
- Quickly prioritize initiatives for best use of staff resources and biggest impact
- Describe how patient segmentation in the outpatient practice can be used to identify systematic waste associated with patient types

4:00 p.m. – 5:00 p.m.
Closing Session and Keynote Speaker

Visit asq.org/lssc for additional updates and information.



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As someone looking to transition from one career of over 22 years to a career in continuous improvement, this conference not only provided me opportunities to learn, but meet leaders in the quality and CI industries. – Cindy Butler

As a new member to the quality community, I was thrilled with my experience at the 2011 conference. It gave me two major things I was looking for: networking opportunities and learning opportunities in relevant areas of quality. The session choices offered were things I can take right back to the office and put into use. – Mary Stepnick, SSOE Group



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