

Lean Six Sigma

FOR GOVERNMENT

Implementing the Latest Quality Management and Process Improvement Methodologies in Government

Find Out Why the Private Sector Uses Lean Six Sigma....and Learn What It Can Do For Your Agency!

November 16 - 17, 2005 • Arlington, VA
The Performance Institute

How You Will Benefit

Learn How to Streamline Processes

Discard the unnecessary steps in all of your processes in order to organize your program initiatives

Learn How to Improve Quality of Service

Increase lead-time and maximize resources to achieve superior work quality

Learn How to Achieve Cost Savings

Maximize your return on investment (ROI) by expediting processes and maintaining quality

Learn How to Promote Continuous Improvement

Identify your short and long term goals through careful program analysis

Top 10 Reasons to Learn About Lean Six Sigma

1. Utilize "Lean Speed" along with "Six Sigma Quality" to maximize efficiency and effectiveness in a government setting
2. Achieve rapid and dramatic improvements with your current processes
3. Balance leadership, culture and success to exceed organizational goals
4. Understand how Lean Six Sigma can help meet new government performance mandates
5. Examine the long term benefits, goals and cost savings associated with Lean Six Sigma
6. Enhance lead-time in order to expeditiously achieve project initiatives
7. Streamline all of your processes to obtain the best results in quality management
8. Establish increased levels of personal initiative while continuing to improve process quality
9. Identify which projects require improvement, and drastically improve them through instituting Lean Six Sigma methodology
10. Increase commitment from agency staff to maintain support, maximize resources, and uncover new opportunities

Receive 15 CPE Credits!

Presented by:

The Performance Institute

What is Lean Six Sigma?

- ***It is the latest in quality management methodologies***
- ***It is a performance methodology that combines speed with quality***
- ***It is the future of your organization***

www.PerformanceWeb.org

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PROGRAM AGENDA

Day One: Wednesday, November 16, 2005

8:30 Registration & Continental Breakfast

9:00 Understand Why the Government Should Care About Lean Six Sigma
- Examine the relationship between critical to quality issues and the taxpayer
- Learn why Lean Six Sigma is a best practice for process improvement
- Learn how to make use of Lean Six Sigma thinking
- Evaluate the cost factor in implementing Lean Six Sigma

10:00 Manage the Impact of Lean Six Sigma on Culture Changes within Your Agency
- Understand the causes and effects of Lean Six Sigma within your agency
- Learn how to assist your personnel to adapt to a changing environment

11:00 Understanding the Lean Six Sigma Methodology
- Learn the principles behind Lean Six Sigma
- Examine the DMAIC process
- Compare and contrast Lean Six Sigma methodologies and tools

12:00 Networking Luncheon

1:00 Case Study: The Use of Lean Six Sigma in the Navy
- Examine the use of Lean Six Sigma on different projects in the Navy

2:00 Practical First Steps for Improving Business Performance
- Understand how to improve business performance using certain process improvement tools
- Evaluate an effective strategy for your first project

4:30 Adjourn

Day Two: Thursday, November 17, 2005

8:30 Continental Breakfast

9:00 Overview of the Supply Chain Operation Reference-Model to Tackle Performance Difficulties
- Evaluate the SCOR process to make sure your programs obtain the highest level of achievement
- Learn how the SCOR process can be an effective precursor to further benefit your implementation of Lean Six Sigma
- Develop the skills needed to overcome your difficulties in project selection using the SCOR process

10:00 Learn How the SCOR Process Fits in With Six Sigma
- Understand how this process can be integrated with the Six Sigma methodology

11:00 Case Study: The Transformation of a Fortune 50 Company
- Examine the data storage products and the key events and enablers that allowed it to happen

12:00 Networking Luncheon

1:00 Case Study: The Success of the Monroe County Sheriff's Office in Implementing Lean Six Sigma
- Evaluate the effect of Lean Six Sigma on a specific Law Enforcement Agency
- Learn How They Turned a 3 week process into a 3 day process

2:00 Application Session: Deploying Lean Six Sigma in Your Agency
- Understand the key components in implementing Lean Six Sigma
- Learn how to build a strong foundation for a successful Lean Six Sigma deployment
- Examine a variety of deployment models and plans
- Explore both success factors and pitfalls in deploying Lean Six Sigma
- Learn how to maintain the positive effects after the start up phase

4:30 Adjourn

METHODOLOGY COVERED

In this training, you will learn the latest tools and methodologies that will allow you to improve organizational performance through process improvement. You will also examine best practices to understand how other organizations have implemented process improvement techniques, specifically Lean Six Sigma. Lean Six Sigma is a process improvement technique that will forever benefit your agency's programs and initiatives. Protect the future of your programs by instituting this proven method of process improvement.

RECEIVE CERTIFICATION & IN-HOUSE TRAINING

This event is part of the Government Performance Management Certification Program. In addition, the Performance Institute offers customized education programs to federal and state agencies that wish to train staff members in their own facility on Lean Six Sigma for Government. For more information about the certification and in-house training options available to you, please contact Blake Zach at 703-894-0481 or emailing him at Zach@PerformanceWeb.org.



Venue:

Lean Six Sigma for Government will be hosted at The Performance Institute in Arlington, VA, just one block east of the Courthouse stop on the Orange Line of the D.C. Metro. A public parking garage is located inside of the building. Continental breakfast and a catered lunch will be provided for delegates on each day.

The Performance Institute
1515 N. Courthouse Rd., Suite 600, Arlington, VA 22201
703-894-0481

Hotel

A limited number of rooms have been reserved at the Holiday Inn Rosslyn at Key Bridge for the prevailing government per diem rate of $153. Please call the hotel directly to use code **ILCORPER** when making reservations at the hotel. The hotel is conveniently located one block from the Rosslyn Metro station.

Holiday Inn Rosslyn at Key Bridge
1900 North Fort Myer Drive
Arlington, VA 22209
1-800-368-3408

How Do I Register?

Call the Performance Institute at 703-894-0481 or visit us online at www.PerformanceWeb.org. Be sure to reference priority code P581 when you register.

Group Discounts:

The fee for attending *Lean Six Sigma for Government* is $1095. Register by calling 703-894-0481 or visit us online at www.PerformanceWeb.org. Reduced tuition rates for delegates who attend in groups of three or more are also available by calling Blake Zach at 703-894-0481or email him at Zach@PerformanceWeb.org.

Cancellations and Quality Assurance:

The Performance Institute 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: Chris DeMaio, Chief Operating Officer, The Performance Institute, 1515 N. Courthouse Road, Suite 600, Arlington, VA 22201 (phone: 703-894-0481). We will evaluate individual complaints in a context of collective comments from the event. NOTE: A $150 service fee will be charged on cancellations received less than three weeks from the date of the event. A credit memo will also be sent reflective of that amount, which can be used for a future Performance Institute conference.

CPE Credit:

Delivery Method: Group-live **Program Level:** Intermediate
Prerequisites None **Advanced Preparation:** None
CPE Credits: 12

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REGISTRATION FORM

To Register:

1. Call 703-894-0481
2. visit www.performanceweb.org
3. or fax this form to 703-894-0482

DELEGATE INFORMATION

PRIORITY CODE: P581-WEB

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METHOD OF PAYMENT

☐ Check ☐ Purchase Order/Training Form ☐ Credit Card

NAME ON CARD

CARD NUMBER EXPIRATION