THE GOVERNMENT PROCESS IMPROVEMENT COUNCIL

A Collaborative Learning Experience And Best Practice Exchange For Transforming Processes In Government

FASTER ***BETTER*** ***CHEAPER***



703-894-0481
www.ProcessImprovementWeb.org

The Performance Institute

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The Performance Institute

WHY PROCESS IMPROVEMENT?

- **Dissect your process to achieve dramatic improvements in waste reduction and variation**
- **Work in teams to improve the quality of service and engage leadership to drive continuous improvement**
- **Set up a standard of work that will virtually eliminate non-value added steps in your processes and significantly decrease variation to improve performance**
- **Create sound metrics to effectively measure every phase of the improvement process**
- **Evaluate voice of the customer techniques that will drive customer satisfaction**

ABOUT THE COUNCIL

- **We are the leading authority on process improvement and Lean Six Sigma deployment for government**
- **We offer a number of a different conferencing, training and certification opportunities specifically designed for government managers**
- **Our consortium is a collaborative learning experience that will provide you with best practice briefings, substantial discounts on training and certification, extensive research project participation, and comprehensive Webinar training**
- **The Council can bring any of it's training or certification programs in-house to create a program tailored specifically for your organization**
- **Attend any of our Webinars as a cost effective option to receiving best practice briefings right in the comfort of your own office**

Dear Government Executive,

Lean. Six Sigma. Process Improvement. These are all words that ultimately aim to improve the effectiveness and efficiency of your everyday work life. Every high performing organization is concerned with one thing — how to perform faster, better and cheaper. Are your processes functioning at the highest level of excellence? Do you experience long backlogs of work in process? Do you have all of your staff working on the right project, in the right way, at the right time and at the right level of efficiency? If not, you may want to rethink the way that you perform work on an everyday basis.

PUTTING IDEAS INTO ACTION

The Government Process Improvement Council is the leader in transforming, redesigning and restructuring processes for all levels of government. The Council consists of the thought leaders in government process redesign and is available to assist you with identifying various levels of improvement initiatives whether on a specific project or enterprise-wide deployment. Through incorporating a number of deployment models, we will completely transform your processes into fast, efficient and effective ways of completing tasks in a timely, accurate and useful manner.

SERVICES OF THE GOVERNMENT PROCESS IMPROVEMENT COUNCIL

Governments at the federal, state and local level all share one end-outcome goal: to serve the public in the most efficient and effective way possible. Without some level of transparency across all levels of government, this goal may be hard to reach. **The Government Process Improvement Council** offers a wide array of conferences, trainings, research and consulting services to help you with your process transformation, restructuring and redesign efforts. The Council has also developed a consortium that provides government managers with the opportunity to come together and receive collaborative process improvement training, attend bi-monthly best practice briefings, work on an extensive cutting-edge research project, receive comprehensive webinar training and significant discounts towards training and certification.

HOW DO I GET STARTED?

The Government Process Improvement Council offers a wide array of conferencing, training, research and consulting services to jumpstart your process improvement efforts or improve the efforts you already have in place. You may sign up for any of our conferences, trainings and research reports, or you can join the consortium and receive an unparalleled and comprehensive learning experience. We offer a number of different certifications in the area of process improvement and Lean Six Sigma as well. We seek to create a culture in your agency that thrives on continuous performance improvement that constantly seeks to serve the end customer in the most effective and efficient way possible. With your participation, we can make that happen. To find out about our in-house training and other education opportunities by contacting Jeffrey Press at 703-894-0481 or by email at Press@PerformanceWeb.org.

Sincerely,



Carl DeMaio
President and Founder
The Performance Institute



Jeffrey Press
Executive Director
The Center for Process Improvement

PROCESS IMPROVEMENT SOLUTIONS TAILORED FOR GOVERNMENT AGENCIES

As the nation's largest government reform think tank, The Performance Institute has years of expertise and experience in identifying key government needs. We are the thought leaders on government reform in the nation, and strive to make government perform better everyday of the year. One way we can achieve that goal is through your involvement in **The Government Process Improvement Council**. The following are descriptions of the Council's conferencing, training, certification, research and consulting services.

BEST PRACTICE FORUMS



The Council's best practice conferences are 2-3 day summits packed with expert presentations and best practice case studies allowing for the exchange of best practices. We offer a number of different conferences each year tailored to specific government functions

- Annual Conference
- Specialized Conferences
- Webinars

FORUM AND WEBINAR TOPICS

- Lean Six Sigma for Government
- Lean Six Sigma for Defense
- Lean Six Sigma for Cities and Counties
- Lean Six Sigma for State Government

CONSULTING AND FACILITATION



The Council's consulting and facilitation services are routinely recognized by government agencies as being the best-in-class. With our services spanning a wide variety of functional areas at the federal, state and local levels of government, we are able to customize any of our services to meet the specific needs of your organization. Some of the areas that we provide expertise in are as follows:

- Lean Six Sigma Deployment
- Strategic Planning
- Performance Benchmarking
- Process Mapping
- Risk Management
- Voice of the Customer
- Change Management
- Managing Process Improvement Projects
- Building and Leading Process Improvement Teams

COUNCIL RESEARCH

The Council is the nation's leading authority on disseminating best practice research on process improvement and Lean Six Sigma for government. Through our research, we provide cutting-edge expertise represented in the following areas:

- Best Practice White Papers
- Benchmarking Reports
- E-Newsletter's
- Webinar's
- Targeted Research Projects through the Council Consortium

TRAINING AND CERTIFICATION



The Council's training and certification programs offer comprehensive coverage of process improvement and Lean Six Sigma tools and techniques. Each training and certification program will provide you with the tools you will need to jumpstart your process improvement initiatives, or drastically improve the initiatives you already have in place. Any of our training and certification programs can be brought in-house for your convenience.

LEAN SIX SIGMA CERTIFICATION

- Lean Six Sigma "Launch Pad"
- Lean Six Sigma Champion Training
- Lean Six Sigma White Belt Training
- Lean Six Sigma Green Belt Training
- Lean Six Sigma Black Belt Training

PROCESS IMPROVEMENT CERTIFICATION

- Managing Process Improvement Projects
- Risk Management for Process Improvement Projects
- Process Mapping
- Voice of the Customer Techniques
- Building and Leading Process Improvement Teams
- Managing Change and Creating Stakeholder Buy-In

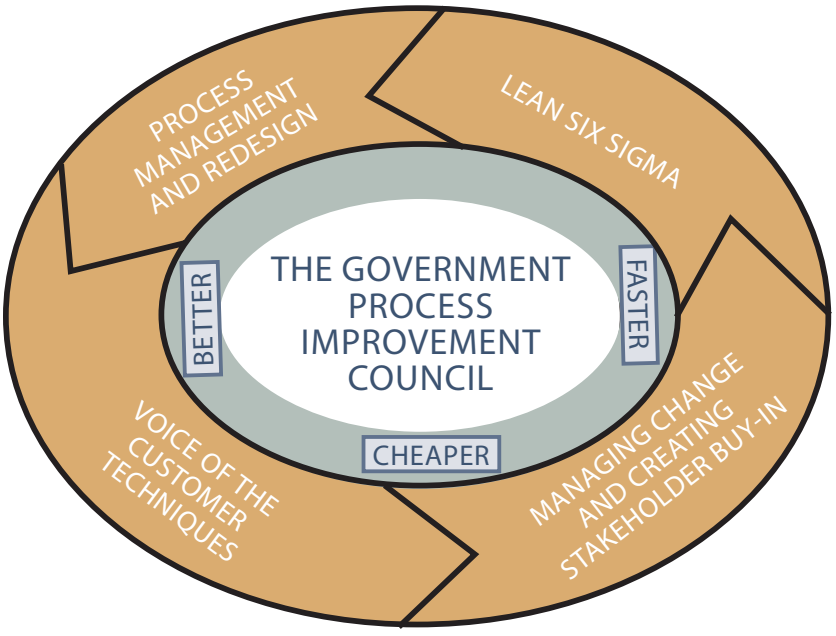
RECIEVE YOUR LEAN SIX SIGMA BELT CERTIFICATION AND PROCESS IMPROVEMENT CERTIFICATION

The Government Process Improvement Council provides comprehensive training and certification services for government officials in the areas of Lean Six Sigma and process improvement. We can tailor any of our training or certification programs to meet your agency's needs.



- **Receive comprehensive training and certification in the following areas:**
  Lean Six Sigma:
  - Lean Six Sigma White Belt Training
  - Lean Six Sigma Green Belt Training
  - Lean Six Sigma Black Belt Training
  - Lean Six Sigma Champion Training
  - Lean Six Sigma "Launch Pad"

  Process Improvement:
  - Managing Process Improvement Projects
  - Process Mapping
  - Building and Leading Process Improvement Teams
  - Risk Management for Process Improvement Projects
  - Voice of the Customer Techniques
  - Managing Change and Creating Stakeholder Buy-In
  - Strategic Planning
  - Developing Performance Measures and Benchmarks
- **Customize any of our training programs to specifically fit your agency's needs**
- **Take advantage of our nationally accredited certificate program where participants can earn CPE's and PDU's for their participation in our events**



WHO SHOULD ATTEND

Directors • Deputy Directors • CQO • CFO • CIO • Quality Managers • City Managers • Financial Managers • HR Specialists • Program Managers • Project Managers • Management Analysts • Procurement Analysts Logistics Managers • Logistics Management Specialist • Depot Manager • Systems Engineer • Value Engineer • Deputy Associate Administrator • Policy Advisor • Chief of Staff • Site Manager • Deputy Director • Technical Advisor • Chief of Ballistics • Process Improvement Specialist • Chief of Logistics • Plans and Program Specialist • Principal Director • Deputy Commandant • Lean Six Sigma Manager

RECEIVE TOP QUALITY EXECUTIVE LEVEL TRAINING IN PROCESS IMPROVEMENT

BRING PROCESS IMPROVEMENT AND LEAN SIX SIGMA TRAINING AND CERTIFICATION ON-SITE TO YOUR AGENCY!

The Institute's expertise in process improvement spans a wide range of functional areas and activities. The most popular vehicles for accessing the Institute's renowned training curriculum are our in-house training and certification options. We can offer all of our process improvement and Lean Six Sigma trainings and certification right in your office or community!

BENEFITS OF ON-SITE TRAINING

TAILORED PROGRAMS TO FIT YOUR UNIQUE NEEDS

The Performance Institute will customize training courses to fit your agency's specific needs. Single courses can be offered, or an entire package of specialized courses. Create a customized process improvement training program to meet your agency's specific goals and jump start major management initiatives within your programs.

DRAW FROM YOUR OWN PROGRAM CHALLENGES

Instructors will examine agency programs for specific examples to use during each training course. Interactive exercises can employ an actual project or scenario from within the agency.

INTEGRATE WITH OTHER INITIATIVES

Training can be the perfect complement to other initiatives being managed by the agency. By aligning training with management policies, change management is bolstered.

IMPROVE THE IMPACT OF TRAINING

By customizing your training and aligning the curriculum of each session to the specific needs of the agency, the learning outcomes are dramatically enhanced.

MAXIMIZE YOUR TRAINING DOLLARS

In-house training is far more economical than per-person training courses. Moreover, by bringing training to your location, travel expenses are virtually eliminated.

We have trained tens of thousands of people in performance management and process improvement Take advantage of the following programs that can be offered in house for your agency:

For more information about The Government Process Improvement Council Consortium and custom packages, please contact Jeffrey Press, Executive Director, The Government Process Improvement Council at 703-894-0481 or at Press@PerformanceWeb.org.

"Excellent information sharing from the speakers and networking with other students"

- Paul Bailey, U.S. Air Force

"Yes! Good information that is presented well and in a manner that is understandable to the novice"

- Carl Schwing, Assistant City Manager, City of Cape Coral, FL

"Nice mix of process, theory and case studies"

- Minit Robertson, Regional Comptroller, National Park Service

"As my organization is undergoing a transition and culture change now, many of the tools and insights will help identify opportunities, remove waste and improve effectiveness"

- Paul Laird, U.S. Navy

"The information presented will prepare me for the next level"

- Edward Dunn, HQ, ATEC

View Course Agendas

LEAN SIX SIGMA BELT CERTIFICATION

Inside these modules are state of the art tools and techniques in change management, managing risk, team building, Voice of the Customer, Lean, Six Sigma, creating buy-in and project management. The method we teach ensures participants work on the right things, produce dramatic results and win the support of people in power. All of our training workshops include numerous interactive and applied sessions that allow you to work with your peers to gain best practices, lessons learned and new implementation strategies. For more detailed information about each course, you can visit the **The Government Process Improvement Council** website at www.ProcessImprovementWeb.org.

Lean Six Sigma "Launch Pad" (1 Day)
- Learn the principles of Lean
- Learn the principles of Six Sigma
- Manage change and generate stakeholder buy-in
- Understand key Lean Six Sigma leadership competencies
- Examine simple graphs and statistical analysis

Lean Six Sigma Champion Training (2 - 4 Days)
- Learn the Lean Six Sigma methodology
- Examine the key tools needed for initiating project charters and being an effective project sponsor
- Identify and scope Lean Six Sigma projects and develop effective project management skills
- Learn the key attributes of group dynamics and effective leadership and team building skills
- Understand the key steps in finalizing a successful Lean Six Sigma project

White Belt Training (2 Days)
- Learn how to develop a project charter
- Evaluate the core concepts of Lean and Six Sigma
- Maximize your understanding of the Lean Six Sigma methodology (focus on DMAIC – Define, Measures, Analyze, Improve Control)
- Evaluate Voice of the Customer (VOC) techniques and the Cost of Poor Quality (CPQ)
- Receive basic statistics, graphical analysis and Statistical Process Control (SPC) training

Green Belt Certification (10 - 20 Days)
- Understand Lean Six Sigma project definition, project selection and process mapping tools
- Evaluate key Lean Six Sigma deployment tools
- Learn key forms of analysis such as measurement system analysis, failure mode effect analysis, capability analysis, advanced graphic analysis, statistical analysis roadmap, one way ANOVA, and test for mean t-test
- Walk through the tools of multi-variate planning and hypothesis testing
- Develop the plan and deliverables of the demonstration project you will work on throughout the training and prepare for the examination

*Each week of training is separated by 5-6 weeks to allow for work on the project

Black Belt Certification (20 - 30 Days)
- Learn key statistical process control techniques
- Understand process capability analysis, statistical analysis of cause and effect, and advanced multi-variate analysis
- Maximize your understanding of Design of Experiments (DOE) and Design for Six Sigma (DFSS)
- Conduct full factorial experiments, simulations and fractional factorial design
- Understand response optimization designs and multiple response optimization
- Develop the plan and deliverables of the demonstration project you will work on throughout the training and prepare for the examination

*Each week of training is separated by 5-6 weeks to allow for work on the project

PROCESS IMPROVEMENT CERTIFICATION

In order to get certified as Certified Government Process Improvement Manager (CGPIM) you must take all six courses in our process improvement curriculum. You will work on a demonstration project throughout the entire certification process. The project will allow you to apply the tools you learned throughout the entire training to a project that you can directly apply back at your office.

Managing Process Improvement Projects (2-3 Days)
- Define your business process
- Establish a continuous business process improvement strategy
- Build a process flow diagram
- Identify and eliminate non-value added work
- Define process improvement metrics

Risk Management for Process Improvement Projects (2 Days)
- Define roles in mitigating risk
- Understand risk as it relates to your process improvement project life-cycle
- Key techniques for effective risk management planning
- Establish metrics for measuring risk
- Evaluate potential impact on cost, efficiency, and performance goals

Process Mapping (2 - 5 Days)
- Learn the tools and techniques for effective process mapping
- Understand the critical areas of each part of your process and how to improve them
- Examine non-value added steps in your processes and decrease process variation
- Learn how to effectively rearrange your processes to get the most performance out of your team
- Learn how to effectively document the process

Building and Leading Process Improvement Teams (2-3 Days)
- Evaluate team characteristics and dynamics
- Avoid common project pitfalls
- Determine the scope of the project charter
- Determine team member assignments and the project sponsor
- Learn how to improve your team's performance as well as your own performance

Voice of the Customer Techniques (2-5 Days)
- Understand the cultural role of Voice of the Customer (VOC) in your organization
- Utilize Lean Six Sigma and VOC, Translate your customers needs into actionable solutions (QFD: Quality Function Deployment)
- Examine the skill sets required to do VOC the right way
- Communicate customer requirements and satisfaction measures between cross-functional teams
- Learn how to use VOC on little resources and a tight budget

Managing Change and Creating Stakeholder Buy-In (2-5 Days)
- Learn the latest change management skills
- Create a solid business case for change and balance the politics of change
- Develop an action plan for managing change and creating buy-in
- Examine the results of the project and determine how to most effectively communicate those results
- Learn how to sell your ideas to key stakeholders to ensure buy-in

MEMBERSHIP TO THE GOVERNMENT PROCESS IMPROVEMENT COUNCIL IS THE BEST WAY TO GAIN ACCESS TO THE COUNCIL'S CONFERENCES, TRAININGS, CERTIFICATION AND RESEARCH!

THE GOVERNMENT PROCESS IMPROVEMENT COUNCIL CONSORTIUM

Once you have made the decision to improve your processes and become more efficient, there is no better way to get your team trained, certified and excited about your new initiative than to join The Government Process Improvement Council Consortium. Membership to the Consortium will provide you with cutting-edge training and certification opportunities, as well as access to best practice research and comprehensive webinar trainings. The Consortium is the best way to share best practices, lessons learned and key implementation strategies in the area of process improvement.

CONSORTIUM TRAINING AND CERTIFICATION OPPORTUNITIES

Consortium membership will allow you to get your staff trained through our conference, training and certification programs at a fraction of the cost. You will get a certain number of free conference passes, certifications, and training discount passes for your agency depending on your level of membership. The Consortium stands ready to disseminate it's level of expertise to you and your peers and promises to be the most beneficial collaborative learning experience available.

CONSORTIUM SPONSORED RESEARCH PROJECTS

By joining the Consortium you will have the opportunity to participate in Consortium sponsored research projects. Depending on your level of membership, members will have the opportunity to substantially contribute to each research project and gain the benefits of knowledge sharing and benchmarking through best practice examples and case studies. Each research project will be disseminated throughout the government community and each participating member will receive national recognition for their efforts. There will be a separate secured page on the The Government Process Improvement Council's website just for members who participate in sponsored research projects.

We invite you to be a part of **The Government Process Improvement Council** Consortium to truly understand how to run your operation the most efficient way possible. A variety of memberships to the Consortium are available. Listed to the right are the different packages available for your agency, however any package can be customized to fit your organizations needs.

Process Improver

- 2 free passes to the Annual Conference
- Access to all Webinars (6 per year)
- 2 White Belt Certifications
- 2 Green Belt Certifications (or 2 process improvement certifications)
- 10% discount for any of our conferences or training
- Gain access to all of the Council's cutting-edge research and best practices

Process Transformer

- 3 free passes to the Annual Conference
- Access to all Webinars (6 per year)
- Free executive level Webinar for your agency
- 4 White Belt Certifications
- 3 Green Belt Certifications (or 3 process improvement certifications)
- 15% discount for any conferences or trainings
- Gain access to all of the Council's cutting-edge research and best practices
- Participate as a contributing member in the process improvement research project
- Receive quarterly briefings on research project progress and other best practices
- Receive personalized Webinar on results of the project and receive national recognition

Process Leader

- 4 free passes to the Annual Conference
- Access to all Webinars (6 per year)
- Free executive level Webinar for your agency
- 2 Day White Belt Certification On-Site (*excludes ODC's)
- 4 Green Belt Certifications (or 4 process improvement certifications)
- 4 Black Belt Certifications (or 4 process improvement certifications)
- Gain access to all of the Council's cutting-edge research and best practices
- 25% discount for any of our conferences or trainings
- Participate as a platinum member in the process improvement research project
- Receive bi-monthly briefings on research project progress and other best practices
- Receive personalized Webinar on results of the project and receive national recognition

For more information about The Government Process Improvement Council Consortium and custom packages, please contact Jeffrey Press, Executive Director, The Government Process Improvement Council at 703-894-0481 or at Press@PerformanceWeb.org.

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