

Process Improvement: Lean and Six-Sigma Methodologies

Lean and Six-Sigma: The Pathway to World Class Process Performance

- Have you implemented Lean in your organization but continue to produce defects?
- Have you implemented Six-Sigma or other quality improvements but are not satisfied with the slow throughput, long cycle-times, and excess inventories?
- Why choose one improvement initiative when you can create win-win by combining two!
- Attend this comprehensive, hands-on multi-track program and learn how to combine the speed of Lean with the quality of Six-Sigma.
- Receive certification in Process Improvement from University of San Diego

Who Should Attend: Teams or individuals responsible for managing or participating significantly in business process improvement, manufacturing, or design. Includes managers, professional staff, finance, business administration and hands-on line staff. The diverse participant industries provide for cross learning and application of principles as well as identification of Lean Six-Sigma best practices.

Enrollment is limited - Register early!

DEFINE

Understand the process and value-stream as related to the customer

- Identify Business Drivers
- Select Customer Critical Processes
- Define Projects
- Develop Implementation Plan

MEASURE

Understand customer demand, measure what you care about, know your measure is good

- Develop Key Process Measures
- Collect and Analyze Data
- Identify the Vital Few that have the Greatest Impact
- Estimate Process Capability
- Measurement Systems Analysis
- Takt-time Analysis

ANALYZE

Create flow, statistically define improvement, look for root causes

- Understand Cause and Effects
- Create Multi-vari Analysis
- Determine Variance Components
- Assess Correlation
- 5-S to Facilitate Improvement

IMPROVE

Improve specific root cause, implement cellular concepts, standardize process

- Develop and Evaluate Solutions
- Implement Variation Reduction
- Standardize Process
- Assess Risk Factors

CONTROL

Ensure process improvements are sustained

- Implement Process Control
- Implement Control Charts for Key Variables
- Mistake Proof Processes
- Evaluate Results
- Leverage Opportunities for Future Improvements

Your Lean and Six-Sigma Leaders

Keith Boyle, CIRM, P.E., MBA.

is an internationally recognized performance professional and principal consultant/founder of Quality & Productivity Resources. He has spent over 25 years working with manufacturing and high-tech organizations in North America, Asia and Europe, dramatically improving their quality and productivity. He frequently speaks for ASQ and APICS in the US and Mexico on various advanced quality and lean initiatives. He is an ASQ Certified Lean/Six-Sigma Master Black-Belt. He has trained and coached hundreds of Black-Belts and Green-Belts and facilitated successful Six-Sigma and Lean deployments at many US and International organizations.

Leonard Perry, Ph.D., CQE, CSSBB

is an Associate Professor of Industrial & Systems Engineering at the University of San Diego. He earned his Ph.D. in Industrial Engineering in the area of Quality Improvement at Arizona State University. His research interests are in the areas of applied statistics, statistical process control, and design of experiments. Dr. Perry consults, instructs, and collaborates on quality improvement projects with representatives from biotech, health care, defense, and traditional manufacturing corporations. He is a Certified Six-Sigma Master Black-Belt and an ASQ Certified Quality Engineer.

Claribel Bonilla, Ph.D., CSSBB

is an Assistant Professor of Industrial & Systems Engineering at the University of San Diego. She holds a Bachelor's degree in Industrial Engineering from the University of Texas El Paso, an MBA in Supply Chain Management from Arizona State University and a PhD in Industrial Engineering Texas A & M University. She has a proven track record of implementing lean manufacturing strategies to achieve improved product quality, reduced costs, and increased productivity. Her research interests are in areas of Manufacturing Process and Systems, Lean/Six-Sigma and Supply Chain Management. She is an ASQ Certified Six-Sigma Black-Belt.

Pricing & Track Availability

We have developed a flexible approach to offer dynamic programs in a modular format. You decide what level is best suited for your business opportunity—Green-Belt, Black-Belt, or Master Black-Belt. Existing Green-Belts and Black-Belts from recognized programs can transition to the higher levels by taking the appropriate learning track or additional subjects.

Materials Provided

- Comprehensive Workshop Workbook
- Data Analysis with Excel textbook
- Six-Sigma Pocket Guides
- CSBB Primer (Black-Belt only)
- Minitab v14 Statistical Software (Black-Belt only)

Participants are required to bring their own laptops

Day/Time	Six-Sigma		
	Green and Black-Belt Day 1	Green and Black-Belt Day 2	Black-Belt Day 3
	Thursday 8am to 4pm	Friday 8am to 4pm	Saturday 8am to 2pm
Define/Measure	29-Mar	30-Mar	31-Mar
Analyze	12-Apr	13-Apr	14-Apr
Improve	26-Apr	27-Apr	28-Apr
Control	10-May	11-May	12-May

Green-Belt Six-Sigma
8 days - \$2,950

Black-Belt Six-Sigma
12 days - \$4,525

Other Significant Dates:

Orientation: 24March

Final Report-Out: 31May

Testimonials

Great Instructors! Great course! I highly recommend all users interested in Lean Six-Sigma to take this course. This will change how you do business forever. Boyle and Perry have enabled us to radically push forward our process improvement implementation with dramatic results.

- James Hawkins, Director of Organization Development, Eagle Roofing/Burlingame Industries

We have been able to do some remarkable projects with the training we received in Six Sigma from the "Boyle/Perry" team. Their expertise helped to launch our Six Sigma initiative.

- Nancy G. Pratt, Senior Vice President Clinical Effectiveness, Sharp Healthcare

"We have implemented a very aggressive Lean Six-Sigma implementation throughout our organization and across all business areas including business processes and administration. Thanks to instructors Keith Boyle and Leonard Perry, we have made dramatic improvements in how we satisfy our customers and our employees."

- Paul Stephens, Manager, Lean Six-Sigma Southwest Marine, San Diego

Registration:

Leonard Perry, (619) 675-4444; 6sigma@sandiego.edu

Curriculum and Technical Questions:

Leonard Perry, (619) 675-4444, laperry@sandiego.edu | Keith Boyle, (858) 566-6432, kboyle@qprs.com

University of San Diego - Supply Chain Management Institute
<http://www.sandiego.edu/scmi>