

Lean & Six Sigma Summit

North America's best learning and networking event for Lean Six Sigma professionals
June 23-26 2009, Oak Brook Hills Marriott Resort, Chicago, IL

Lean, Six Sigma & Business Improvement
summit
 JUNE 23-26 2009, CHICAGO, IL

Register online with credit card and receive an additional \$50 discount

YES, I want to register

	Price Before 05/15/09	Full Price
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To receive early bird discounts, payment must be made at the time of registration and before the respective cut-off date. One discount per registration other than the online credit card offer.

Please also quote this when registering on-line or by telephone

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Please tick to select the options you wish to attend:

Silver and Gold packages Only: Workshops - June 23 A or B or C or D or E or F and G or H or I
Bronze and Gold packages Only: Workshops - June 26 J or K and L or M
All Packages: Lean Six Sigma VP Forum (June 24, 3.45pm) Government & Defense Benchmarking Forum (June 25, 1.05pm) Master Black Belt Forum (June 25, 1.55pm) Advanced Users Forum (June 25, 1.05pm)

Mr/Mrs/Miss/Ms/Dr/Other

Name _____
 Position _____
 Approx length of time personally involved in Six Sigma _____ Years _____ Months _____
 Organization _____
 Nature of Business _____
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 Signature _____ Yes, I agree to WCBF's terms

Venue: Oak Brook Hills Marriott Resort
 3500 Midwest Road Oak Brook, Illinois 60523 USA
 Toll-free: 1-800-228-9290

http://www.marriott.com/80/hotels/travel/chimc-oak-brook-hills-marriott-resort

Accommodation: Hotel and travel costs are NOT included in the Summit fee.

Delegate Cancellation Policy

If you have to cancel your registration you can either send a substitute or request a refund. To send a substitute, please send an email to reg@wcbf.com with your full contact details of the current attendee and conference they are registered for, and then your full contact details, including your job title, and email address. WCBF does not provide refunds for cancellations. For cancellations received in writing more than 100 working days prior to the conference you will receive a 100% credit to be used at the WCBF conference up to 100 working days prior to the event. For cancellations received in writing less than 100 working days prior to the event, no credits will be issued. In the event that WCBF cancels an event, delegate payments at the date of cancellation will be refunded to the delegate. In the event that WCBF postpones an event, delegate payments at the date of cancellation will be credited towards the rescheduled date. If the delegate is unable to attend the rescheduled event, a delegate refund will be issued. The credit will be available for up to one year from the date of the WCBF event. This credit will be available for up to one year from the date of the WCBF event.

Changes to the Program

Please note that speakers and topics were confirmed at the time of publishing, however, circumstances beyond the control of the organizers may necessitate such changes. WCBF reserves the right to change the program and speakers and/or topics if necessary. Any substitutions or alterations will be updated on our web page as soon as possible.

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The summit experience is unique, but we can still provide you with the documentation of the event you missed on CD! Please complete Registration Form and Payment Methods, and your copy of the event documentation will be posted to you. Please allow for 28 days for delivery. **To place an order please tick. CD (slides of all presentations) - \$699 (inc P&P)**

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 JUNE 23-26 2009, CHICAGO, IL

WCBF's 5th Annual

Lean & Six Sigma Summit

North America's best learning and networking event for Lean Six Sigma professionals

June 23-26 2009, Oak Brook Hills Marriott Resort, Chicago, IL

Summit: June 24-25 2009 Pre-Summit Workshops: June 23 2009 Post-Conference Workshops: June 26 2009



Alex Garcia
 Master Black Belt
 WAL-MART



Janet L. Hammill
 Business Process Excellence Lead
 ROHM AND HAAS



Betsi Harris
 Director, Six Sigma & Master Black Belt
 TYCO INTERNATIONAL



Mark Fendley
 Continuous Improvement Manager
 BMW MANUFACTURING



Nitin Champaneria
 Six Sigma Black Belt
 HOFFMANN-LA ROCHE



Anthony P. Orzechowski
 Director, Quality Engineering, Research and Development
 ABBOTT



Rob Bryant
 Corp. VP Business Improvement
 COMPUTER SCIENCES CORPORATION

Other Keynotes:
Debra S. Levantrosser
 Executive Director, Lean/Business Improvement
 Johnson & Johnson

Karen Strauss
 CEO Masco Builder Cabinet Group
 The Winner of the Lean Six Sigma CEO of the Year Award 2009



Featured Headliner: **Alan Deutschman**
 America's leading writer on Change and Innovation.
 Author of 'Change or Die'

Free Book Signings and Giveaways

How to lead your organization into the future using Lean Six Sigma

- Cost reduction:** Quick and easy ways to save money and exceed your cost reduction targets
- Risk sharing:** Simple and easy to implement steps that will help to dramatically reduce your risk
- Innovation:** How to bring Lean Six Sigma into the design process and encourage innovation
- Greening your organization:** Is it worth it - and if it is, how do you incorporate Lean Six Sigma

50+ top Lean Six Sigma speakers **30+ real life case studies**
6 interactive panel discussions **13 hands-on workshops**

20+ tracks with special focus on: Green Lean, Project Selection, Training, Measurement, Supply Chain, DMAIC, Healthcare, Government & Defense, Acquisitions, Global, Statistics Challenge and much more

****All levels covered - Beginners, Intermediate and Advanced Practitioners****

All industries covered - Manufacturing, Service and Transactional Environments

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Lean & Six Sigma Summit

Unparalleled Speaker Panel of Senior Executives includes:



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SUMMIT AT A GLANCE

PRE-SUMMIT WORKSHOPS, JUNE 23rd 2009			
8.30	9 Practical Interactive Workshops PLUS! Free Keynote Seminar		
DAY ONE MAIN SUMMIT, June 24th 2009			
8.30	Day One Opening Address		
9.15	Lean Six Sigma CEO of the Year Award 2009 and Acceptance Speech		
10.40	Key Plenaries		
12.00	Leadership Panel		
1.30	Featured Headliner Keynote Address		
3.00	TRACK A: GREEN & LEAN SIX SIGMA	TRACK B: PROJECT SELECTION	TRACK C: TRAINING FOR LEADERSHIP
3.45	TRACK E: HOFFMAN LA ROCHE CASE STUDY	TRACK F: LEAN & SIX SIGMA VP FORUM	
4.30	Plenary		
5.15	Cocktail Reception		
DAY TWO MAIN SUMMIT, June 25th 2009			
8.30	Day Two Opening Address		
9.10	Keynote Day Two		
10.40	TRACK G: CASE STUDIES	TRACK H: MEASUREMENT	TRACK I: SUPPLY CHAIN
1.05	TRACK J: GOVERNMENT & DEFENSE	TRACK K: HEALTHCARE	TRACK L: DMAIC
1.55	TRACK N: ACQUISITIONS	TRACK M: ADVANCED USER FORUM	
2.40	TRACK O: MASTER BLACK BELT FORUM		TRACK P: FINANCIAL
3.50	TRACK R: GLOBAL	TRACK S: STATISTICS CHALLENGE	TRACK T: OPERATING SYSTEM
4.30	Closing Address		
4.30	TRACK U: TRANSACTIONAL		
POST SUMMIT WORKSHOPS, JUNE 26th 2009			
8.30	4 Practical Interactive Workshops		

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THE Ultimate Learning and Networking Event

Book now for the event that helps you buck the economic slowdown trend and ensure your company's costs remain stable – or fall

WCBF's 5th Annual Lean & Six Sigma Summit gives you the unique opportunity to confront the fundamental challenges for the integration, sustainability and expansion of Lean and Six Sigma as a combined approach of performance excellence, business growth and innovation.

Over 200 of the globe's most prominent Lean Six Sigma practitioners, representing a variety of industries are preparing to gather in Chicago to share their experience, knowledge and wisdom with you. Giving you an unprecedented opportunity to learn from the likes of **Wal-Mart, Motorola, Johnson and Johnson, BMW, General Cable, Baxter Bioscience** and many more.

No matter where you are in your Lean Six Sigma initiatives – whether you are one of the early adopters whose Lean Six Sigma strategies are central to the overall business plan, or new to the whole concept this is the single most important event of the year.

As you will see when you come to examine the Summit agenda, we are examining Lean Six Sigma from the viewpoint of key industries that find it the most valuable, including healthcare, pharmaceuticals, government, and services – and showing how to apply those best practices to other verticals.

Join your peers at this landmark event that brings you face to face with world class experts to discuss the still-untapped potential – and challenges of Lean and Six Sigma.

Benchmark and learn from practical experiences:

- More than 30 case studies
- 6 interactive panel discussions
- 20 dedicated tracks
- 13 Pre and Post Summit hands-on workshops

BOOK SIGNINGS AND GIVEAWAYS

Get your personally signed copy of books by leading business authors to takeaway at the exclusive book signings during the Summit including:

Books by Thomas Pyzdek:



The Six Sigma Handbook
Quality Engineering Handbook
The Handbook for Quality Management

Books by Pete Pande:



The Six Sigma Leader
The Six Sigma Way



Pull Thinking@: Harness the Power of Pull to Fuel Growth and Ignite Performance by Aligning People, Culture and Purpose.

By Kenneth E. Meyer

It's the reference book behind the revolutionary performance methodology – Pull Thinking. In it, you'll find a step-by-step, easy-to-share approach that details how you can quickly optimize human performance and open the way to greater profitability. More than a good read, this book delivers hard-and-fast tools you can immediately put to work, with plenty of case studies, supportive learning examples and practical, real-world guidance for team leaders.



The Integrated Enterprise Excellence System: An Enhanced, Unified Approach to Balanced Scorecards, Strategic Planning, and Business Improvement

By Forrest W. Breyfogle III

The Integrated Enterprise Excellence (IEE) system is documented in a new set of four volumes by Forrest W. Breyfogle III, Crosby Medalist and author of best selling Implementing Six Sigma (ASQ recommended body of knowledge for black belt certification training).

CUSTOMER TESTIMONIALS

One of the best organized and best run conferences I've attended in recent years.

Mark Nash, Managing Director, **ARGENT GLOBAL SERVICES**

Excellent Balance of superb speakers, best vendors and relevant, practical topics. Must attend this event.

Dave Harry, Lean Six Sigma Champion, **NORTHROP GRUMMAN**

The summit provided opportunities to talk with leaders in the field of Six Sigma.

Ginny Moszkowicz, Vice President, **CMGI/ MODUSLINK**

Over the years, I have attended 25+ Six Sigma Conferences and I have never participated in one better.

Dr Neal Mackertich, Founder, Raytheon Six Sigma Institute, **RAYTHEON**

As a new deployment leader, I attended three Six Sigma conferences last year, and yours was by far the best! I found the sessions to be varied and informative, and they were supplemented by opportunities to mingle with other participants and industry specialists. I look forward to making the WCBF conference an annual event!

Linda Bowyer, VP Service Quality, **TD CANADA TRUST**

The orchestration of the key leaders - CEO, CIO, VP - to tell their success stories; the sprinkling of "new and refreshing thinking" and the caliber of the attendees made this one of the most outstanding learning events of the past 2-3 years.

Wanda Sturm, SigmaPlus Engagement, **HP**

The event was first class -- outstanding speakers (especially Jim Collins), exhibits, and meals. It was a great week!

Stephen J. Wittig, Vice President Six Sigma, **QUALITYCABINETS/MERILLAT**

WCBF's Global Six Sigma Summit offers a great opportunity to meet thought leaders in a variety of industries. The presentations are first-rate, and the "sideline" interactions are incredibly valuable to me.

Mike Richman, Publisher, **QUALITY DIGEST**

The conference attracted a high percentage of organization leaders as well as Six Sigma practitioners providing an excellent opportunity for sharing/networking. You were successful in attracting several high level people and engaging speakers that brought this summit to a higher level than similar ones.

Don Baker, **ROCHESTER INSTITUTE FOR TECHNOLOGY**

Vijay Bajaj and his staff at WCBF consistently produce premier, high-value conferences related to Six Sigma, Lean, Design for Six Sigma and Innovation. WCBF's attention-to-detail, adherence to sound ethical standards, high degree of collaboration and responsiveness, commitment to post-conference follow-up and focus on maintaining long-term, excellent business relationships sets it apart from other conference organizers. Their ongoing commitment to objectively gauging the needs of their diverse, world-wide customer base and quickly responding to changing market trends enhances WCBF's ability to attract the most talent speakers in their respective fields. For these reasons, Air Academy strongly supports and thanks WCBF for their contributions.

Lee Pollock, Senior VP, Director of Lean Sigma Programs, **AIR ACADEMY ASSOCIATES**

The summit was outstanding – great networking and process improvement sharing!

Wayne R. Potter, Electrical Value Stream Leader Process Excellence, **NORTHROP GRUMMAN CORPORATION**

To view further testimonials from past WCBF Summits, please visit: www.wcbf.com/quality/testimonials.php

LEARN FROM THE GURU LEAN SIX SIGMA SPEAKERS:



Alan Deutschman is one of America's leading writers on change and innovation. His groundbreaking book, *"Change or Die: The Three Keys to Change at Work and in Life,"* debunks our myths about this crucial topic and reveals the surprising truths about what actually inspires and motivates real change.

Deutschman is the former Executive Director of Unboundary, a strategy consulting firm whose clientele includes top executives at major companies such as FedEx and Charles Schwab. In a 19-year career as a business journalist, Deutschman has been the Silicon Valley correspondent for Fortune; a senior writer at GQ, where he wrote the "Profit Motive" column; and a contributing editor at Vanity Fair, where he has co-authored the "New Establishment" power list for the past decade. Most recently, he was a senior writer for Fast Company.

Deutschman has interviewed and profiled many of the most influential and innovative figures in global business, including Apple's Steve Jobs, Microsoft's Bill Gates, Amazon.com's Jeff Bezos, Google's Sergey Brin, and Virgin's Richard Branson, and he has studied the successful turnarounds and change efforts at companies such as Apple, IBM, and Yahoo.



Forrest W. Breyfogle III is the author of eleven books and over 90 articles on the topic of quality improvement. He is the President and CEO of Smarter Solutions, Inc.; and the winner of the 2005 American Society for Quality Crosby Medal for his book, *Implementing Six Sigma*, 2nd edition (ISS2). The Crosby Medal is presented to the individual who has authored a distinguished book contributing significantly to the extension of the philosophy and

application of the principles, methods, or techniques of quality management.

A professional engineer, Breyfogle is also a member of the board of advisors for the University of Texas Center for Performing Excellence. Smarter Solutions, Inc. provides business measurement and improvement consultation and education for organizations worldwide.

His latest work (2008) is the Integrated Enterprise Excellence (IEE) suite, a set of four books that document an enhanced system for effective enterprise management in the 21st century, based on the integration of best practices from previous tools and techniques and the application of innovative analytical methodology. The introductory book provides an overview of IEE methods, tools and techniques-and how they creatively integrate the best practices of established business measurement and improvement systems.



Thomas Pyzdek's career in business process improvement spans more than 40 years. He is a leading quality and Six Sigma authority and the author of over 50 copyrighted works including *The Six Sigma Handbook*, *The Handbook for Quality Management Handbook* and *The Quality Engineering Handbook*. Pyzdek was named "Outstanding writer and author" by The International Who's Who in Quality and he received the Quality Progress

Reader's Choice award for his articles on the future of quality.



Pete Pande is a respected author and consultant in the field of business change and improvement, with more than 20 years working with companies and leaders in many industries and regions of the world, such as GE Capital, Cisco Systems, Starwood Hotels, HSBC, American Express and BP. Pete's unique and valuable perspective on how to achieve meaningful and sustained success in business change is presented in several best-selling books,

including the *Six Sigma Way* (named by Forbes magazine as one of the most influential business books of the past 20 years) and the *Six Sigma Leader: How Top Executives will Prevail in the 21st Century* (with Foreword by Jim McNerney, Chairman of the Boeing Company).

THE VENUE – OAK BROOK HILLS MARRIOTT RESORT



Overlooking expansive lawns and soothing waterways, the **Oak Brook Hills Marriott Resort** offers an impressive stay whether for a golf getaway or a conference retreat. With a recent \$15 million renovation, the suburban Chicago resort includes a stunning new look in all public areas, guestrooms, suites and meeting spaces. Convenient to downtown Chicago and

O'Hare Int'l Airport, this Marriott hotel in Oak Brook Illinois features state-of-the-art business facilities and exceptional amenities including 42,000 square feet of flexible event space, custom catering, high-speed Internet access, audiovisual services and a business center. Delicious fine dining at the Oak Brook Hills hotel restaurant Windows pairs well with casual cuisine from The Grille. The Chicago golf resort offers its own challenging 18 holes at the Willow Crest Golf Course along with tennis, scenic trails, two pools and a fitness room. At day's end, unwind in the whirlpool or sauna before retreating to the lavish comfort of your room.

For more information go to

<http://www.marriott.com:80/hotels/travel/chimc-oak-brook-hills-marriott-resort>

PRE-SUMMIT WORKSHOPS, June 23rd 2009

Includes Breakfast WORKSHOP A: 8.30-11.15 Back to Basics - A framework for executing a lean transformation	Includes Breakfast WORKSHOP B: 8.30-11.15 Tools and Techniques to incorporate Lean and Six Sigma into your business improvement initiatives - Make the process easier and the results sustainable	Includes Breakfast WORKSHOP C: 8.30-11.15 Integration of management by fact and workout methodologies
<p>More than 90% of Fortune 500 companies are attempting to utilize Lean methodologies to reduce costs, decrease inventory, and better serve their customers; yet, many organizations fail in their transformation efforts. Many claim to understand the highly publicized "Lean tools" and have shown quick results; these benefits are only the "tip of the iceberg". In order to achieve significant, lasting results one must create a stable foundation built on principles of value creation, relationships, and people development. These concepts can be applied to any product or process, whether working with mass-produced widgets or custom-made products.</p> <p>This workshop, based on over a decade of experience directly within Toyota and the Toyota Production System, will teach you the underlying principles and beliefs of a Lean organization, a framework for how to develop a strategy and drive change throughout your organization, and how to avoid the all-too-familiar failure modes commonly observed in transformations.</p> <p>Participants will learn the following:</p> <ul style="list-style-type: none"> Lean basics. A brief history of Lean, along with principles and tools used by many organizations Go beyond the tools. Learn what really makes Lean thinking companies, such as Toyota, successful Understand the framework for Lean transformation. Phases through which your organization should proceed, in order to ensure a solid foundation for continuous improvement A model for change management. How to facilitate the changes necessary to follow the framework Avoid the pitfalls. Lessons learned and guidance on how best to avoid common failures during transformation efforts <p>WORKSHOP LEADER: Brent Tadsen, Co-founder and Managing Director, ADAPTIVE BUSINESS SOLUTIONS</p> <p>In addition to his service in the U.S. Army as a Combat Engineer, Brent Tadsen has personally lead successful transformations in GE's Appliance, Healthcare, and Rail Services businesses as both a process improvement leader and functional owner. Brent is a former GE Lean Six Sigma Master Black Belt, who has trained hundreds of people in both Lean and Six Sigma methodologies. He and his partners have "been there and done that" at companies like Toyota, GE, Rockwell, and have helped numerous clients in a variety of industries and functions.</p>	<p>Lean Sigma is a powerful process for identifying and implementing change. But often it is the people affected by your improvement initiatives who will determine whether the change can deliver results that are sustainable. Whether we like it or not, these "Targets" of change within the organization will inevitably make their own decisions about whether to accept or reject the change. Anticipating who will likely resist the change, identifying their resistance issues and addressing them early is often the key to minimizing the risk associated with resistance and accelerating the acceptance and adoption of the change. This is the LaMarsh & Associates definition of effective change management. We call our approach and methodology Managed Change™.</p> <p>Managed Change™ increases the probability of achieving and sustaining the desired objectives of the Lean or Six Sigma project. Managed Change™ is a powerful, data-based approach that accelerates change and positions the change so that it can be effectively sustained once the project team is disbanded. Help your Lean and Six Sigma community enable your business improvements by dealing with the natural resistance that will be generated.</p> <p>Objectives of this workshop - to enable participants to:</p> <ul style="list-style-type: none"> Develop a working knowledge of the Managed Change™ process and how it supports Lean and Six Sigma efforts to improve your business Identify the potential resistance that will impact the success of these efforts Understand the role that Communication, Learning and Reward action plans play in reducing that resistance and how to build them <p>WORKSHOP LEADER: Karl Oestreich, Manager of Consulting Services, LAMARSH & ASSOCIATES, INC.</p> <p>Karl Oestreich has been working with clients in both Lean and Six Sigma at LaMarsh & Associates, Inc. clients for almost ten years. Karl has integrated Managed Change™, the LaMarsh & Associates change management model, into the DMAIC process at many clients over those years, creating a seamless way for Black Belts to apply the tactics of change management as an integral part of their Six Sigma approach. Karl has contributed to the Lean and Six Sigma efforts in companies such as Motorola, Abbott Laboratories and Caterpillar Inc.</p>	<p>As most practitioners are aware, Lean Manufacturing and Six Sigma are synergistic tools/methodologies. Practically speaking, however, the Lean Six Sigma approach often comes with a negative connotation. It is viewed as a slow, cumbersome process with tools that are difficult to comprehend and/or explain. Workout and Management by Fact (MBF) methodologies are often used in lieu of the traditional DMAIC approach to accelerate process improvements or as a filter to identify if it is necessary to launch a full-scale Lean Six Sigma initiative.</p> <p>MBF and Workout used separately can offer a simplistic approach to solving business problems and/or closing performance or scorecard gaps. When used together, the results tend to be a well defined problem statement, a balanced identification of success metrics, a blend of qualitative and quantitative driver and root cause analysis, an alignment of initiatives and countermeasures (with project accountability), and a one page executive communication tool that outlines the process.</p> <p>Topics covered in this session will include:</p> <ul style="list-style-type: none"> Fundamentals of the MBF and Workout Methodologies Integration into company strategy and introduction of concepts within the organization Where and when to leverage the tools? How does Lean Six Sigma fit in? The marriage of the two methodologies Best practices & lessons learned <p>WORKSHOP LEADER: Jeff Silverio, Operations Performance Group Manager, BMW GROUP</p> <p>Jeff Silverio is responsible for leading the Lean Six Sigma Deployment in the BMW Group's America's Region and managing the business process consulting team. He is an active member of BMW Group Financial Services Global Process Excellence Program, which is currently evaluating the Global Expansion of the America's program. After completing his Industrial Engineering degree from Ohio University, Jeff went on to complete his MBA. He is a certified Master Black Belt from Bank of America blending 12 years of proven continuous process improvement experience in both the Services and Manufacturing sectors. Prior to joining BMW FS, Jeff held the positions of Director of Continuous Improvement at Victoria's Secret Production, SVP-Quality and Productivity Executive at Bank of America, Senior Internal Business Consultant at Huntington National Bank, and also graduated from General Electric's Operations Management Leadership Program.</p>
<p>Includes Lunch</p> <p>WORKSHOP D: 11.30-2.15 Lean Six Sigma Tarpsits - What to do when Six Sigma stumbles</p> <p>While the methods and tools of Lean Six Sigma (LSS) are relatively easy to learn, implementing LSS in a corporate culture can be a real challenge. People get trained and certified, but can't solve basic problems. Certified belts leave for better higher paying jobs elsewhere. Teams start that never finish or they try to solve other people problems. Companies measure the success of Lean Six Sigma by the number of belts trained and team started instead of bottom-line results. CEOs come and go, cancelling and renewing support for Lean Six Sigma. Quality departments are downsized and revived. Quality departments become the control charting department and never get to improve anything.</p> <p>In this interactive workshop, participants will identify what's working and what isn't; identify countermeasures and share strategies for success. They will also learn about the power of diffusion to maximize the results from Lean Six Sigma while minimizing costs.</p> <p>WORKSHOP LEADER: Jay Arthur, President, KNOWWARE INTERNATIONAL</p> <p>Jay was trained in the Deming Award Winning Florida Power and Light improvement process in 1990. He has worked as both a quality and process manager within a Fortune 50 company and on his own as a Six Sigma resultant. Jay applies the 4/50 rule to the disciple of Lean Six Sigma and</p>	<p>Includes Lunch</p> <p>WORKSHOP E: 11.30-2.15 Kaizen – The Cure... or is it Poison? Take away tips and tools to maximize the Kaizen process every time</p> <p>Kaizen is a powerful – and often misunderstood approach to improve organizational performance quickly. Done right it is one of the best things to do; done wrong it can put you out of business. In this interactive session you will learn how both of these facts are true – and how to maximize the value of Kaizen and when to choose Kaizen as the right tool in any type of organization. Practical suggestions with real-life case study examples and powerful exercises highlight this pragmatic learning workshop.</p> <p><i>Bonus: You'll leave with a report detailing how to set up a Kaizen Right the first time, and the four magic questions to energize your time for peak performance.</i></p> <p>WORKSHOP LEADER: Ron Crabtree, President, METAOPS</p> <p>Ron Crabtree, CPIM, CIRM, CSCP MLSSBB is President of MetaOps, Inc and is an internationally recognized expert in leading-edge business process improvement methodologies. Ron is an expert in communications and has spent more than ten thousand hours providing training and facilitation for large and small groups in hundreds of organizations in many countries on a wide range of topics.</p>	<p>Includes Lunch</p> <p>WORKSHOP F: 11.30-2.15 Using Lean Service to achieve long-term profitability by changing the thinking, feelings and perceptions of Customers, Employees and Managers</p> <p>For many years, Lean experts have been claiming that Lean is a different way of thinking about the way organizations are managed, but there has been a distinct lack of scientific evidence until now. A research has been conducted for over eight years which found that Lean Service, when implemented correctly, positively changes the behaviours and perceptions of customers and employees alike, leading directly to differentiation and long term-profitability. However, the research also exposes a number of myths inherent within much of the Lean community, and it also highlights what Lean Changes work and those that don't.</p> <p>Stephen Parry will outline the management changes necessary to create the conditions for the creation of a Lean Service Enterprise. He in addition will use a recent case study from the telecommunications industry to demonstrate how companies are actively re-engineering their approach to the design of work in an effort to create a new climate for service which will have far-reaching consequences for companies and customers alike.</p> <p>Four points of learning in this Workshop include:</p> <ol style="list-style-type: none"> The reasons current change models are ineffective Compare your current approach to change with Lean Service change approaches The ways in which Lean creates a superior service climate How Lean Service creates differentiation and long-term profitability
<p>excels at finding the 4 percent of the knowledge and tools that are needed to deliver 50 percent of the results. He is the author of Lean Six Sigma Demystified, McGraw Hill, and six other books on Lean and Six Sigma.</p>		
<p>2.20 – 3.30 FREE KEYNOTE SEMINAR: How Lean & Six Sigma approach can help your organization in achieving near zero failures</p> <p>In Raytheon, Six Sigma (R6s) has aligned with Mission Assurance, and resides under Greg Alston's department of Mission Assurance. Greg will talk about his R6s specialist project on establishing an HRO Model (High Reliability Organization) to help Raytheon approach near zero failures as a company. The HRO Model works well for organizations that cannot tolerate a failure, such as the nuclear regulatory commission in their efforts to prevent the next 3-Mile Island or Chernobyl accident, or the FAA preventing mid-air collisions. Raytheon has branded "NoDoubt™" in their products and services, which means not even one failure is acceptable. Learn how also you can measure yourself on categories that define an HRO.</p> <p>Greg Alston is Vice President of Mission Assurance within Raytheon Company's Engineering, Technology and Mission Assurance organization. Alston is a published author on the topics of safety, aviation, leadership and risk management. He is a member of the Advisory Council to the center of Aerospace Safety and Security Education (CASE), a life member of the Space and Flight Equipment Association (SAFE), and a member of the International Society of Air Safety Investigation (ISASI).</p> <p>Greg Alston, VP, MISSION ASSURANCE RAYTHEON COMPANY</p>		
<p>Includes Refreshments</p> <p>WORKSHOP G: 3.30-6.00 Why go beyond Lean Six Sigma and the balanced scorecard? Introducing the Integrated Enterprise Excellence (IEE) System</p> <p>Competitive pressures are forcing executives to react faster to changing business conditions and customer requirements. Line managers and decision-makers need to have an efficient and effective system for day-to-day business operation with access to performance metrics that lead to the most appropriate activities. This workshop by renowned Lean Six Sigma and Process Improvement expert, ASQ Crosby Medalist, and bestselling author Forrest Breyfogle introduces the Integrated Enterprise Excellence system. IEE is a system designed to overcome the unprecedented challenges of the 21st century. It combines the best practices of earlier tools and methods like Lean Six Sigma with innovative analytical techniques to drive financial and operational success at the enterprise level and achieve the three Rs of business (everyone doing the Right things and doing them Right at the Right time).</p> <p>WORKSHOP LEADER: Forrest W. Breyfogle III, CEO and President, Smarter Solutions</p> <p>Forrest Breyfogle is a Professional Engineer and ASQ Fellow who founded Smarter Solutions in 1992. He has written several books including: Implementing Six Sigma (won Crosby Medal), Managing Six Sigma, The Integrated Enterprise Excellence System: An Enhanced, Unified Approach to Balanced Scorecards, Strategic Planning, and Business Improvement, The Integrated Enterprise Excellence System: Going Beyond Lean Six Sigma and the Balanced Scorecard (Three Volumes), Wisdom on the Green: Smarter Six Sigma Business Solutions, Lean Six Sigma in Sickness and in Health.</p>	<p>Includes Refreshments</p> <p>WORKSHOP H: 3.30-6.00 Compression – When corporate social responsibility becomes a practical necessity</p> <p>The current economic downturn is but one more signal that about 500 years of economic expansion is ending. Earth lacks the resources and robust ecology to continue expansion in the classic sense, but our systems including business values are based on it. The 21st century challenges are in five big categories: 1. Resource shortages, 2. Ecological fragility, 3. Overconsumption, 4. "Blowback" from those left out of expansion, and 5. Development of vigorous learning work organizations. Coming from the assumptions of expansion, these are difficult to clearly see, but we must do so before we can determine very different courses of action in work organizations.</p> <p>Lean and Six Sigma are only stepping stones into this new world. Even our old measures of success turn upside down, for we have to do much more using much less, learning to work much smarter. We have to create an industrial standard of living while using well under half the energy and virgin raw material of today and emitting almost zero toxic releases. Sounds impossible, but pathways to do this can be developed. Some possible solutions will be discussed during this session. You will learn how to combine the best practices actually seen in other companies today and how to keep improve them using a different set of "rules for the game."</p> <p>WORKSHOP LEADER: Robert W. "Doc" Hall, Professor Emeritus, Indiana University</p> <p>Dr. Hall is Professor Emeritus of Operations Management, Kelley School of Business, Indiana University. He is a founding member of the Association for Manufacturing Excellence, and is now editor-in-chief of the association's publication, Target. In 2002 he was honored as the first recipient of the association's lifetime achievement award. In 2006 he was awarded the Gold Medal for lifetime achievement from the Society of Manufacturing Engineers. Dr. Hall was one of the first examiners for the Malcolm Baldrige National Quality Award. Currently, he is a judge for the Pace Award (for innovation among auto industry suppliers), and reviews applications for the Industry Week America's 10 Best Plants competition.</p> <p>Dr. Hall is the author or co-author of six books on Six Sigma.</p>	<p>Includes Refreshments</p> <p>WORKSHOP I: 3.30-6.00 Packaging Lean and Six Sigma together for powerful results</p> <p>Lean Six Sigma has become the dominate new improvement approach regardless of the company size or type of manufacturing. If practiced appropriately this combination can produce significant cost reductions, increase capacity, improve profit margins and grow sales and market share. In a little over a year the Lean Six Sigma approach at Anderson Packaging saved costs and increased capacity of almost \$2.5 MM and increased to \$7.5 MM in year three and increased product profit margins by as much as 11%.</p> <p>How can Lean and Six Sigma be effectively integrated for maximum results? How can a mid-sized manufacturing company develop a Lean Six Sigma strategy and deploy it to realize these measurable benefits within a year? What is the magnitude of the benefits that can be achieved?</p> <p>In addition, this workshop will look at the leadership practices and the employee training and responsibilities that are assigned during the process to assure success. Everyone has a role to play in searching for improvement and waste reduction opportunities and to eliminate the root causes. Specific leadership activities and projects will be shared to prove the effectiveness and success. Creating a multi-year strategy and annual tactical plan allows for smooth and effective leadership and patience to execute and nurture the process.</p> <p>WORKSHOP LEADER: Charles Aubrey, Vice President Performance Excellence, Anderson Packaging an AmerisourceBergen Company</p> <p>Charles Aubrey is currently Vice President Performance Excellence and is a Master Black Belt at Anderson Pharmaceutical Packaging a subsidiary of Fortune 500 AmerisourceBergen Corporation. He was formerly President and is now Chairman of the Asia Pacific Quality Organization and their Representative to the World Alliance for Quality. In addition, Charles is an Academician in the International Academy for Quality.</p> <p>Chuck is the 2006 recipient of Harrington/Ishikawa Medal for his extensive contributions of quality education and implementation in Asia. In addition, he received the Shanghai Magnolia Quality Contribution Award in 2007 for significantly assisting the development of quality in China. He is an Honorary Member of the Argentine Quality Association and the Philippine Society for Quality.</p> <p>He has written two books, <i>Quality Management in Services and Teamwork-Involving Employees in Quality and Productivity</i>. He has also written chapters in six other books, most notably in Dr. Juran's Quality Management Handbook. His books have been published in Spanish, Italian and Arabic. He has published over 100 articles and papers that have been translated into a variety of languages.</p>

DAY ONE MAIN SUMMIT, June 24th 2009

7.30	Registration and Breakfast			
8.30	<p>DAY ONE OPENING ADDRESS: Leading your organization into the future using Lean & Six Sigma Leading is not easy; your leaders need your help! Lean Six Sigma can help make leading the organization a lot easier. If you limit Lean Six Sigma only to operations you are missing a major part of its power. Six Sigma author, lecturer and consultant Thomas Pyzdek will show you how to put Lean Six Sigma to work for the entire organization. Using tools and techniques you already understand, plus a few new additions to your toolbox, you can help your leaders connect critical change initiatives in the organization to their vision and strategy. When Lean Six Sigma is used to harmonize the interests of all stakeholders with the leadership vision, it becomes an entirely new way to manage and lead the organization. Thomas Pyzdek is a leading quality and Six Sigma authority and the author of over 50 copyrighted works including The Six Sigma Handbook, The Handbook for Quality Management Handbook and The Quality Engineering Handbook. He provides consulting and training to many Fortune 500 clients, including Seagate, Intuit, Boeing, McDonalds and many others. Pyzdek has received numerous awards for his many contributions to quality management and education. He writes the monthly column Quality 2.0 for Quality Digest magazine. Thomas Pyzdek, President, THE PYZDEK INSTITUTE</p>			
9.15	<p>LEAN SIX SIGMA CEO OF THE YEAR AWARD 2009 AND ACCEPTANCE SPEECH: Karen Strauss, CEO, MASCO BUILDER CABINET GROUP</p>			
10.00	Morning Coffee Break and BOOK SIGNINGS			
10.40	<p>Roadmap to successful global Lean Six Sigma implementation Few companies are currently globally integrated based on a recent IBM CEO Study. Two of the main challenges to overcome on the road to full integration are the lack of collaboration across business units and/or countries; and the lack of leaders with global experience. In this presentation you will learn how to develop a successful and consistent across your entire organization Lean Six Sigma program. You will get top tips to building a strong focus on sharing of successful projects that can be replicable, bringing global knowledge and skills together to continuously improve your Lean Six Sigma program. Alex Garcia is a Master Black Belt with Wal-Mart Stores, Inc. He holds process improvement certifications as a Six Sigma Black Belt and Master Black Belt. He joined Wal-Mart in 2007 becoming a founding member of the Wal-Mart Stores Global Continuous Improvement team. As a project leader and mentor, Alex has been involved in projects throughout Wal-Mart Stores and this year his financial savings accounted for over \$160 million. Prior to joining Wal-Mart, Alex led successful launches of new vehicles for General Motors as well as launching a new product line for more efficient air conditioners with United Technologies Corporation. Alex Garcia, Master Black Belt, WAL-MART</p>			
11.20	<p>Connecting business process excellence improvements with the executive board discussions Being at the focal point in the cultural migration of executing change using Lean Six Sigma, deployment leaders have many obstacles and opportunities to deal with. One of the challenges is getting the commitment and liaising with the executive level management. In this presentation you will learn how to make your executive board catalysts of your success and not impediments to it. Topics discussed include: <ul style="list-style-type: none"> • How to understand the goals of your executive board members • How to work together on the vision for the Lean Six Sigma initiatives • How to create a communication plan and leverage executives' strengths Janet Hammill, Business Process Excellence Lead, ROHM AND HAAS</p>			
12.00	<p>LEADERSHIP PANEL: Enterprise-wide Lean Six Sigma Moderator: Thomas Pyzdek, President, THE PYZDEK INSTITUTE Panellists: Janet Hammill, Business Process Excellence Lead, ROHM AND HAAS Debra Levantrosser, Executive Director, Lean/Business Improvement, JOHNSON & JOHNSON Mark Fendley, Continuous Improvement Manager, BMW</p>			
12.30	Lunch for Speakers and Delegates			
1.30	<p>FEATURED HEADLINER KEYNOTE ADDRESS: Change or Die: The Keys to Change at Work and at Home. Drawing on breakthrough research from medicine, science, and business, Alan Deutschman demonstrates how anyone and any company can achieve lasting, revolutionary change - change that is positive and, yes, attainable. He debunks myths, and empowers audiences with the three critical keys to help them make important changes, both at work and in their lives. In his powerful book, Change or Die, (based on his popular Fast Company cover story) Deutschman provides ground-breaking insight into the most difficult of all social issues. From managing critical organizational change, to changing consumer behavior, to even saving our own lives, why do change efforts rarely work? More importantly, what can we learn from recent breakthrough research and progressive ideas from a wide selection of leaders in medicine, science, and business (including Dr. Dean Ornish, Steve Jobs, Bill Gates, Daniel Boulud, and many others) to engineer effective, sustained change? In this session Alan will demonstrate how anyone can achieve lasting, revolutionary change. Alan Deutschman - America's leading writer on Change and Innovation. Author of 'Change or Die'.</p>			
2.30	Afternoon Coffee			
PARALLEL TRACKS: Choose from 4 parallel tracks of powerful case study presentations and topical breakouts according to your interest				
	TRACK A: GREEN LEAN & SIX SIGMA	TRACK B: PROJECT SELECTION	TRACK C: TRAINING FOR LEADERSHIP	TRACK D: LEAN SIX SIGMA MODELS
3.00 - 3.40	<p>How to go green using Lean & Six Sigma Computer Sciences Corporation has made a concerted effort to go green recently.</p>	<p>Your guide to a successful project selection process In this session you will learn how to identify,</p>	<p>How to organize your internal Lean Six Sigma Training for leadership for managing effective change</p>	<p>A comprehensive comparison between Lean & Six Sigma and a Tier-based mutually inclusive integration model</p>
	<p>This session will discuss how you can involve your employees through an Ideation Event, Lean and Six Sigma methods and awards. Some of the ideas discussed will include: <ul style="list-style-type: none"> • Working from home and/or shift work • Electricity saving devices • Water saving devices • Green friendly automobiles • Enforcing recyclable products through fun exercises • Cups from home rather than thousands of paper and plastic cups • Reinforcing older techniques such as: <ul style="list-style-type: none"> • the move to digital and away from paper • The use of virtual meetings instead of travel • Recycle (paper, furniture and more) Robert Bryant, Corp. VP Business Improvement, COMPUTER SCIENCES CORPORATION</p>	<p>prioritize and approve projects in your Lean Six Sigma programs: <ul style="list-style-type: none"> • Top tips to selecting the right project • How to match projects with 'belts' and select candidates • Kaizen, Greenbelt or Blackbelt Project - which program to choose? • How to improve your recognition and project management process Rachel Humphrey, Global Master Black Belt, GENERAL CABLE</p>	<p>At Sharp the Lean Six Sigma Black Belts lead two classes a month: Change Management and Process Management & Continuous Improvement. They reach at least 20-25 new change leaders a month. Participants come to the classes prepared to make progress on a new or current change project they are involved with or leading. The highlights of 25+ days of training from the Black Belt curriculum are tough in four days - just the basics to motivate and inspire others to make positive, sustainable change in the organization. Discover the benefits of trainings: <ul style="list-style-type: none"> • Hardwiring a new approach to change management and process improvement • Dozens and dozens of change projects are successfully completed as a result of training and class work • Creating a pool of resources to help other struggling leaders with their change projects Jason Broad, Six Sigma Black Belt, SHARP HEALTHCARE</p>	<p>In this presentation you will get an overview of various Lean - Sigma Integration Models used by companies such as: <ul style="list-style-type: none"> • Incorporate Sigma into Lean framework - TBM model • Incorporate Lean into Sigma framework - Seagate model • A Tier-based Mutually Inclusive Integration Model - Entegris model You will not only get a better understanding of the similarities and differences between Lean and Six Sigma but also get a big picture on various popular ways that companies use integrating Lean & Six Sigma. G. Gary Jing, Sr. Mgr Global Lean Sigma, ENTEGRIS</p>
3.45 - 4.25	<p style="text-align: center;">TRACK E: HOFFMAN LA ROCHE CASE STUDY</p> <p>Six Sigma is relatively new for pharmaceutical industry. This presentation will describe how traditional compliance and quality management was enhanced at Hoffmann- La Roche (a major pharmaceutical company) using Lean Six Sigma methodology. You will learn about the critical success factors, as well as implemented procedures, including: automating data analysis, cross-training, decommissioning of unused equipment, and optimization of sampling. Nitin J. Champaneria, Six Sigma Black Belt, HOFFMANN- LA ROCHE</p>	<p>Project selection and financial validation - How Black Belts should lead project selection and work together with Money Belts on project validation In this session you will learn from a professional with 20+ years of professional experience in program management, systems integration and process improvement, how to decide where to conduct Six Sigma projects and involve your finance department. You will understand the importance of creating Money Belts and benefits of getting your finance department involved up front, helping to shape projects, validate the financial savings and sustaining the change. Beth L. Barnickel, Sector Director Six Sigma/Quality, NORTHROP GRUMMAN MISSION SYSTEMS</p>	<p>TRACK F: LEAN & SIX SIGMA VP FORUM Exclusive discussion and roundtable for Chief Quality Officers and VPs Moderator: Ron Crabtree, President, METAOPS Participants: Greg Alston, VP, MISSION ASSURANCE RAYTHEON COMPANY Steve Witting, VP Six Sigma, MASCO BUILDER CABINET GROUP Tomas Gonzalez, Sr. VP and Chief Quality Officer, Certified Six Sigma Black Belt, VALLEY BAPTIST HEALTH SYSTEM Rob Bryant, Corp. VP Business Improvement, COMPUTER SCIENCES CORPORATION Amitabh Saxena, Head Transformation, RIYAD BANK</p>	
4.30	<p>How to measure the impact of Lean & Six Sigma If an organization were perfectly aligned, would there be any problems? Would there be any lack of passionate performance? The best performing companies are the best because they are aligned to the needs of their customers better than their competitors. For organizations to have an edge over their competition, business leaders must fundamentally focus on the process of alignment by learning how to objectively measure both individual and organizational alignment. This serves as the foundation for Lean Six Sigma to be used to empower a service minded culture. Excellent Service is the driving force for any successful improvement initiative. Financial results should not be the steering wheel but the fuel for Lean Six Sigma applications. <i>Ken Meyer, is President and CEO of Alignment at Work, LLC and the author of the book: "Pull Thinking®: Harness the Power of Pull to Fuel Growth and Ignite Performance by Aligning People, Culture and Purpose"</i> <i>Ken, Purdue University graduate, has more than 30 years of experience as a change agent for many manufacturing and non-manufacturing companies.</i> Ken Meyer, CEO and President, ALIGNMENT AT WORK</p>			
5.15	Cocktail Reception			

DAY TWO MAIN SUMMIT, June 25th 2009

7.30	Breakfast for Speakers and Delegates			
8.30	OPENING ADDRESS: Creating Change Leaders – A vision for sustaining and expanding Lean Six Sigma efforts Six Sigma will never be a truly integral part of your organization until leaders adopt and apply it. Making them Green Belts is not enough -- it requires translating Six Sigma concepts into methods that are essential for, and flexible to, the demands of 21st century leadership. Respected consultant and author Pete Pande provides a model for "Six Sigma Leadership" that adapts (and even contradicts) process improvement principles, embracing a more ambitious vision of "Change Leadership." Pete Pande is author of the recent book on 21st Century change leadership, <i>The Six Sigma Leader</i> and has co-authored several other popular books including <i>What is Six Sigma?</i> and <i>The Six Sigma Way</i> - which was named one of the most influential business books of the past 20 years by <i>Forbes</i> magazine. He has also written articles for such publications as <i>CEO Magazine</i> and <i>Pharmaceutical Manufacturing</i> and is a regular contributor on leadership issues to <i>Forbes.com</i> . Pete Pande , President, PIVOTAL RESOURCES			
9.10	DAY TWO KEYNOTE ADDRESS: Meeting the management challenges of the 21st century: Integrated Enterprise Excellence The 21st century has brought unprecedented challenges and pressures to bear on the global economy. The project oriented management disciplines of the 20th century have proven to be inadequate to the needs of the modern enterprise. ASQ Crosby Medalist Forrest Breyfogle will discuss the implementation of an enhanced management system for the modern era that is built on the best practices of Six Sigma and Lean Six Sigma: the Integrated Enterprise Excellence System. (IEE) Early adapters are using IEE to overcome the limitations of traditional performance metrics and business guidelines and to improve the stability and overall health of businesses, projects, and processes. IEE is a business management system that expands the capabilities of the balanced scorecard and Lean Six Sigma to help company executives and managers define business critical goals and strategies, and align key business metrics at the enterprise and operational levels. Forrest W. Breyfogle III , CEO and President, SMARTER SOLUTIONS			
10.00	Morning Coffee Break, and BOOK SIGNINGS			
PARALLEL TRACKS				
	TRACK G: CASE STUDIES	TRACK H: MEASUREMENT	TRACK I: SUPPLY CHAIN	
10.40 – 11.20	Delta's continuous improvement journey Delta has grown its engine MRO business from \$20m in annual sales in 1998 to \$535m in 2008. To achieve this result, Delta implemented various projects ranging from quality improvements to capacity growth to turn-time reduction. Continuous improvement activities were linked to corporate strategy and the goals of safety, quality, delivery and cost. Using the PDCA and DMAIC problem solving methodologies, you will discover how Delta uses a data driven approach to project prioritization and how 5S, standard work, job instructor training and audits are used to sustain improvements. Matt Sparks , General Manager, DELTA	Policy deployment: the missing piece for Lean & Six Sigma success There is wide variability in the success of Lean & Six Sigma efforts. There are companies that claim billions in savings and companies that say it was all a waste of time. Why do some companies generate huge benefits and others flop? The factor that controls this is how a company deploys its strategic plans throughout the organization. The best strategic plan in the world will be ineffective if each person in the organization is unsure about how their work supports the objectives of the company. In this presentation and discussion, a framework for this deployment throughout the organization will be presented, along with case studies of successful businesses in a variety of industries who have used this model. We will answer such questions as, "How do I measure the success of my company?" "What do the other 95% of my employees work on in Six Sigma?" and "How do we eliminate turf wars and align the company behind the plan?" Steven M. Ouellette , Director of the Center for Business Process Improvement, UNIVERSITY OF COLORADO	Finding the sigma value in your supply chain Today more than ever, product quality is highly dependent upon a company's suppliers. Labs are faced with the challenge of evaluating the performance of an assay on a given platform based on information provided by manufacturers, usually in the form of product labelling. As the type and format of information provided by each manufacturer varies, it's difficult to compare the performance of similarly available assays. In this presentation you will get an overview of multiple methods for evaluating the performance of an assay. You will discover how to find a single performance metric – the sigma value in your supply chain. Anthony P. Orzechowski , Director, Quality Engineering, Research and Development, ABBOTT	
11.25 – 12.05	Travel step by step Bally Technologies' journey to outstanding quality In a little over two years Bally Technologies have cut their cycles times from 2 days to 45 minutes, their lead time from 16 weeks to 7 weeks, and their quality went to outstanding. As a result, the company is constantly gaining market share and improving our profitability. Learn from Bally Technologies how by deploying Lean Six Sigma you can help your entire organization. Greg McFalls , Director of Operations, BALLY TECHNOLOGIES	A simple approach to measurement system analysis (MSA)- Expanding MSA to other industries and achieving better measurements for superior business results Measurement System Analysis (MSA) is traditionally presented as a technical, manufacturing based approach. Most quality professionals understand the value of MSA and see the opportunities for improvements in business decisions in non-manufacturing industries where robust measurement systems are relatively new. However, many quality professionals in service organizations struggle in attempting to apply MSA because of unintended barriers that have been put in place. This session will explore these barriers and propose a simple three phase approach to MSA that will help you to apply MSA to any industry. Aaron Evans , Organization Developer HR, Capability Building Certified Six Sigma Master Black Belt, HUMANA	How to use lean transformation to create more agile supply chain Often companies experience conflicts between disciplined supply chain planning processes that traditionally have produced product to a forecast with set lead time agreements with customers (and suppliers) and the demand driven pull, short lead time processes emphasized in lean supply chains. In this presentation, Keith will discuss how Sonoco Products has blended the use of forecast based supply chain practices with demand pull processes to agile supply chains in the competitive packaging industry. The discussion will include examples of collaborative demand management, sales & operations planning (S&OP) together with lean transformation and cash/ cost optimization. Keith Holiday , Director Corporate Supply Chain & Operating Excellence, SONOCO PRODUCTS COMPANY	
12.05	Lunch for Speakers and Delegates and PRIZE DRAW for Free Books			
	TRACK J: GOVERNMENT & DEFENSE	TRACK K: HEALTHCARE	TRACK L: DMAIC	TRACK M: ADVANCED USER FORUM
1.05 – 1.50	Lean Six Sigma in Government & Defense - panel discussion Panellists: James Wasiloff , Certified Six Sigma Master Black Belt, Chief Lean Six Sigma Deployment, Department of Defense, US Army TACOM LCMC Bruce Bryant , Lean Six Sigma Master Black Belt, DEPARTMENT OF DEFENSE	Lean Six Sigma in Healthcare - panel discussion Panellists: Rick Hepp , JRS Director, OPTUM HEALTH Jason Broad , Six Sigma Black Belt, SHARP HEALTHCARE Aaron Evans , Six Sigma Master Black Belt, HUMANA Tomas Gonzalez , Sr. Vice President and Chief Quality Officer, Certified Six Sigma Black Belt, VALLEY BAPTIST HEALTH SYSTEM Alan Cooper , VP Learning and Innovation, NORTH SHORE - LIJ HEALTH SYSTEM	The application of DMAIC in A3 problem solving - A better approach than PDCA to drive continuous improvement In this presentation you will not only learn how to use DMAIC methodology as a roadmap for problem solving and product/process improvement, but as well understand how to involve all levels of your organization in Six Sigma and DMAIC. Steve Wittig , Vice President Six Sigma, MASCO BUILDER CABINET GROUPS	<i>Exclusive discussion and roundtable for Advanced Users. Panellists:</i> Beth L. Barnickel , Sector Director Six Sigma/Quality, NORTHROP GRUMMAN MISSION SYSTEMS Keith Holliday , Director Corporate Supply Chain & Operating Excellence, SONOCO PRODUCTS COMPANY Brad Reed , Senior Continuous Improvement Engineer, Lean Six Sigma Master Black Belt, DELTA FAUCET COMPANY Todd Schadburn , Continuous Improvement Manager, DELTA FAUCET COMPANY
	TRACK N: ACQUISITIONS			TRACK O: MASTER BLACK BELT FORUM
1.55 – 2.35	Lean Six Sigma application in acquisition integration A case study of how Lean Six Sigma supplied the focus, structure, and discipline to deliver the promised benefits of an acquired business. <ul style="list-style-type: none"> • What is acquisition integration? • How Lean Six Sigma can help? • Who is involved and how to organize the team? • What are the critical success factors? Mike Kingzett , Director Business Process Improvement, ORICA	Discover the role of operational improvement strategies in leadership development As the nation's third largest non-profit, secular healthcare provider and one of the largest employers in New York, the North Shore-LIJ Health System set out on a journey to create the healthcare industry's first corporate university. With an unwavering commitment to continued education for its workforce made up of more than 38,000 employees, the health system broke new ground with the creation of the Center for Learning and Innovation (CLI) in 2002. Learn how by employing continuous improvement methodologies such as Six Sigma and the philosophy of kaizen in the programs offered through the university, the Center has empowered employees to strive for more by making their growth a key to the future of the organization. Alan Cooper , VP Learning and Innovation, NORTH SHORE - LIJ HEALTH SYSTEM	Finding the hidden factory in claims and customer service operations As the ultimate objective of lean is the avoidance or elimination of waste in all business operations, all non-value-adding activities and conditions are often referred to collectively as the "hidden factory," and the size of the hidden factory can be substantial. In this presentation you will learn how to best identify with how much waste you are dealing with. You will get an update on Value-Stream-Mapping and Product-Synchronization baseline with examples of a series of DMAIC and NIKE projects that result. You will learn how to drive information through rapid Decision Making process and implement "Just Do It" projects. Rick Hepp , JSR Director, OPTUMHEALTH	<i>Exclusive discussion and roundtable for Master Black Belts. Panellists:</i> Betsi Harris , Director Six Sigma & Master Black Belt, TYCO INTERNATIONAL Rachel Humphrey , Global Master Black Belt, GENERAL CABLE Nitin J. Champaneria , Six Sigma Black Belt, HOFFMANN- LA ROCHE Alex Garcia , Master Black Belt, WAL-MART Matt Bedell , Lean Sigma Master Blackbelt, GENERAL CABLE CORPORATION

DAY TWO MAIN SUMMIT, June 25th 2009

2.40 – 3.20	Sustaining a Lean Six Sigma program during a business transition <ul style="list-style-type: none"> Learn how to continue to demonstrate and sell the value of your Lean Six Sigma program over time – particularly to a new management structure How to use the Six Sigma process to ensure you are meeting business needs when your business goes through a major reorganization Find out how to customize courses and content without generating waste Andrea Croslyn , MBB Technology Process Excellence Leader, SABIC INNOVATIVE PLASTICS	Travel step by step Valley Baptist Health System's journey to operational excellence <p>There are currently over 100 ongoing Six Sigma initiatives throughout the health system at Valley Baptist Health System, in addition to more than 350 Work-Outs, which have been completed in nearly every hospital department. In this presentation you will learn how Lean Six Sigma can help in improving patient safety.</p> Tomas A. Gonzalez , Sr. Vice President and Chief Quality Officer, Certified Six Sigma Black Belt, VALLEY BAPTIST HEALTH SYSTEM	Making a connection between PDCA and DMAIC <p>Brad and Todd will discuss using Plan Do Check Act (PDCA) as well as Define Measure Analyze Improve and Control (DMAIC) to continually improve processes across the company. The team will give a background of Delta Faucet Company and a brief background of PDCA and DMAIC; the presentation will focus on how Delta Faucet Company has achieved success using both PDCA and DMAIC and the differences between the two methodologies.</p> Brad Reed , Senior Continuous Improvement Engineer, Lean Six Sigma Master Black Belt, DELTA FAUCET COMPANY Todd Schadburn , Continuous Improvement Manager, DELTA FAUCET COMPANY	TRACK P: FINANCIAL <p>Lean and Six Sigma in financial services Six Sigma continues to gain momentum in the financial sector as a strategy to reduce cost while improving service levels. The early adopters of Six Sigma such as Bank of America and American Express are realizing millions of dollars of value for their customers and shareholders. In this presentation you will hear about examples of banks and financial institutions which have used Six Sigma. Moreover, you will learn:</p> <p>Amitabh Saxena, Head - Transformation, RIYAD BANK</p>
3.20	Afternoon Coffee and Networking			
3.50 – 4.30	TRACK R: GLOBAL <p>Are low cost countries less expensive? In this provocative discussion, Mike Bauer will examine how process trumps geography. Many companies choose to relocate plants and production to low labor cost countries in an attempt to reduce costs. Implementing and deploying Lean Six Sigma is a viable alternative to the relocation of plants and other facilities. Focusing on process improvement can be more cost effective than relocating facilities to low labor cost countries. With labor accounting for approximately 12% of the total production costs, viable alternatives to relocating plants to low labor cost countries exist. Rather than incurring the cost of investments in new factories and training abroad, other areas should be targeted for efficiencies to create optimized manufacturing facilities onshore. There are good reasons to build plants in low cost countries but it may not be to save money. This session will present guidelines and case studies to help business leaders build decision roadmaps based on facts and analysis rather than conjecture.</p> Mike Bauer , Executive Director Manufacturing Services, COMPUTER SCIENCES CORPORATION	TRACK S: STATISTICS CHALLENGE <p>How to better deal with statistics challenge – uses and misuses of statistics This presentation will not only highlight the challenges Six Sigma professionals face with handling and interpreting statistics, but will also provide you with some tips on how to avoid common pitfalls. Topics discussed include:</p> <ul style="list-style-type: none"> The importance of proper use of statistical tools to draw inferences Broad classes of statistical pitfalls Top tips to avoiding common pitfalls Hung Le , Master Black Belt, NORTHROP GRUMMAN MISSION SYSTEMS Karen L. Johnson , PMP CDS/MLS Task Lead / Software Engineer 5 NORTHROP GRUMMAN MISSION SYSTEMS	TRACK T: OPERATING SYSTEM <p>Benefits of developing operating systems This presentation will show an example of how to develop an operating system adapted to your company and strategy in order to obtain results and drive long term cultural change and competitive edge. Topics covered will include:</p> <ul style="list-style-type: none"> Operating system – definition and its value to your company How to link the operating system to strategic challenges and your process improvement approaches Top tips to developing a successful operating system Michael Teasdale , Senior Director, Operational Excellence, BAXTER BIOSCIENCE	TRACK U: TRANSACTIONAL <p>Lean solutions: beyond the factory floor Service companies are increasingly adopting the playbook from manufacturers who have transformed their factories from fat to lean production over the last 20 years. This presentation explores the similarities and differences between lean production on the customer service front-line vs. the factory floor. Though the service sector has been slow to adopt lean, the principles of identifying value to the customer, simplified flow to minimize waste and pull demand for greater profitability applies to all types of business environments. A distinguishing feature of transactional service delivery is the high volume of employee to customer encounters, known as "moments-of-truth", that are absent in a factory or back-office setting. How well the brief encounter is handled determines whether the customer will want to conduct future business. The risk of losing a customer is highly correlated to the moments-of-truth.</p> Betsi Harris , Director Six Sigma & Master Black Belt, TYCO INTERNATIONAL
4.30 – 5.00	Concluding Remarks from the Chair. Pete Pande , President, PIVOTAL RESOURCES			

POST-SUMMIT WORKSHOPS, June 26th 2009

Includes Breakfast <p>WORKSHOP J: 8.30-11.00 KANBAN PULL SYSTEMS</p> <p>Although single piece flow is the most efficient method to deliver a product or service to a customer, it is usually not possible to design a system in which product flows through the entire supply chain. Pull systems are required to connect areas of flow, and respond to changes in customer demand without the need to release a schedule to every process. Through classroom work you will learn that issues such as changeover, machine breakdown, and quality problems can be accommodated with controlled amounts of inventory. You will find out how to calculate the minimum level of inventory required and several methods for triggering the replenishment of this inventory. Pull systems are not just required to link processes within a single facility – they should be used to control re-order points from suppliers as well, with the inventory calculations accounting for supplier delivery times, late deliveries, defects, and any other supplier issues.</p> <p>Workshop objectives are as follows:</p> <ul style="list-style-type: none"> Introduce the concept of Pull Learn how to calculate inventory requirements Learn several kanban systems, and when to apply each Demonstrate how upstream production can respond to actual customer demand without a schedule <p>WORKSHOP LEADER: Todd MacAdam, President, LEAN SOLUTIONS LIMITED As a Lean educator, Todd has helped companies implement Lean in a wide variety of industries including electronics assembly; automotive; machine shops; food processing; aircraft assembly and MRO; and many others. Some of the companies that Todd has worked with include Singapore Airlines, Michelin, Gorton's Seafood, Bombardier, Pharmacia, and Sentry Safe. Todd is the president of Lean Solutions Limited, a company that offers on-site Lean training and implementation support. Todd has presented a variety of Lean topics at conferences for AME, ASQ, PMI and Saint Mary's University.</p>	Includes Breakfast <p>WORKSHOP K: 8.30-11.00 DEPLOYING LEAN SIX SIGMA FOR < 500 PERSONNEL ORGANIZATIONS TO LARGE DEPLOYMENTS</p> <p>Although the major steps in integrating business re-engineering, Lean, Six Sigma and DFSS in smaller organizations are the same as large deployments, adapting these steps into the smaller business culture is critical to success. In this session you will learn:</p> <ul style="list-style-type: none"> All what you need to know about the foundation of success requirements such as: establishment of regular operational excellence training routines; clear, definable incremental goals; major process restructuring initiatives; strategic governing projects. How to create ROI for your Lean Six Sigma deployment How to put the intelligence into Lean Six Sigma deployment valuations How to create financial deployment success and discover financial value in Lean Six Sigma deployments <p>Other major topics covered include: business and customer/supplier balance scorecard, gap analysis to identify project, establishment of core processes and/or tollgates, KPI gap analysis, demand planning linked to profitability, IT support infrastructure, constant reassessment of project priorities based on VOC and VOB, right project using the Right Tool(s) at the Right Time, All initiatives driven by ROI (Internally and Externally), Project Management Infrastructure, Keep it Simple Sir.</p> <p>WORKSHOP LEADER: Jim de Vries, Director TMC Operational Excellence, CH ROBINSON Jim de Vries is a certified MBB (1998). He has spent 15 years at GE and 5 years of independent consulting through Six Sigma Academy. Jim has been CH Robinson Worldwide for the past three years. His experience and expertise includes: Deployed change management and Six Sigma principles within multiple manufacturing to service based Fortune 500 companies; documented savings of \$100+M internally and \$100+M for customer.</p>
Includes Lunch <p>WORKSHOP L: 11.30-2.15 FLEXIBLE IT ESSENTIAL TO SCALE AND SUSTAIN LEAN & SIX SIGMA PROCESSES</p> <p>Manufacturers have been implementing the principles of Lean manufacturing for years to increase efficiency, lower cost and eliminate waste. The fundamental of Lean processes require extensive collaboration and dependence on real time information from inside the four walls operations and from partners across the supply chain.</p> <p>The ability to deliver on Lean & Six Sigma processes depends on IT systems that are seamlessly linked so that all information and data can be accessed on demand by the people throughout the supply chain who need it, when they need it. As manufacturers work to adopt the principles of Lean & Six Sigma processes - the IT infrastructure will need to support these initiatives. While still an emerging technology, Service Oriented Architecture (SOA) offers a promise of integration, flexibility and scalability - a powerful combination that can drive efficiencies for better on-time delivery at minimum cost. The SOA platform enables manufacturers to seamlessly integrate asset management, production optimization etc. and other components with their ERP or backend system - effectively merging critical best-of-breed components within a widely accepted enterprise-wide IT infrastructure capable of driving Lean manufacturing processes throughout the extended supply chain.</p> <p>In this session you will learn about:</p> <ul style="list-style-type: none"> The latest tools available to Lean and Six Sigma work teams to gather KPIs and metrics to support continuous improvement initiatives How to accelerate, scale and sustain Lean and Six Sigma programs across your business Case studies of "leaders in lean" leveraging current IT technology to drive faster adoption of lean and six-sigma processes <p>WORKSHOP LEADER: Allan L. Wilson, Vice President Lean Manufacturing Operations, SAP As Vice President Lean Manufacturing Operations, Allan Wilson is responsible for the leadership of the SAP Lean Planning and Operations Group (LPO) which forms part of the SAP Business Suite. Prior to joining SAP, he was CEO of Factory Logic Inc, which was acquired by SAP in December of 2006.</p>	Includes Lunch <p>WORKSHOP M: 11.30-2.15 LEAN SIGMA DEPLOYMENT STRATEGIES: HOW TO ENSURE YOU LAUNCH LEAN SIGMA FOR SUSTAINABILITY AND MAXIMUM IMPACT</p> <p>In this interactive workshop, participants will discuss several approaches to deploying a successful Lean Sigma process that involves several key elements: long term sustainability, maximum immediate benefit impact, measurable and validated results, and optimum organizational infrastructure. This session will share case studies of different, but successful, deployments of leading companies, and link their approaches to their successes, as well as their learning.</p> <p>The discussion will include how to incorporate the best practices of quality and project management into your Lean Sigma deployment, and will show you how developing a comprehensive, robust strategy can accelerate your organization into a world class role model.</p> <p>WORKSHOP LEADER: Julie Brignac, President, QUANTUMSIX SOLUTIONS Julie Brignac is President of QuantumSix Solutions, Inc. – a global consulting firm focusing on LeanSigma deployments and training for small and mid-size companies. Julie has held executive positions with DuPont, Honeywell, Newell Rubbermaid and Brambles Limited, and has launched several global LeanSigma deployments that have resulted in project benefits totaling in excess of \$300M.</p>

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LaMarsh & Associates, Inc. is a global consulting firm specializing in strategic and tactical change management solutions and learning services. For 30 years our innovation approach has helped clients with their change management needs using our proprietary model and methodology, Managed Change? or inserting the elements of that model into Six Sigma and Lean.

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QuantumSix Solutions, Inc. is a firm focused on supporting small to midsize companies deploying LeanSigma. Q6 focuses on all elements of strategic deployment, including executive coaching, change management, training and facilitating at all organizational levels. Q6 provides live and online training, as well as maturity assessment tools for organizations not realizing their intended LeanSigma goals, both culturally as well as financially.

RECOMMENDED ONLINE RESOURCE:

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SixSigmaZone Timely, Topical, Fresh, Credible, Clear and Concisely Worded Information for the Six Sigma and Process Improvement Community.

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GOAL/QPC offers people practical tools and organizational skills to support teamwork and continuous process improvement within their organizations. Our most popular product line, the Memory Jogger™ series of pocket guides, helps employees at all levels to acquire and perform critical skills for assuring product and service quality and effective process performance. Our newest additions to the Memory Jogger™ series – The Black Belt Memory Jogger™, The Six Sigma Memory Jogger™ II, The Lean Enterprise Memory Jogger™, The Design for Six Sigma Memory Jogger™, and The Software Requirements Memory Jogger™.

CONTINUING EDUCATION CREDITS

APICS: APICS' Certification Maintenance Program (CPIM & CFPIM) – Earn up to 16 Re-Certification Points

WCBF's Lean Six Sigma Summit counts for points towards APICS' Certification Maintenance Program (CPIM or CFPIM). Applicable individuals should keep a copy of the summit agenda and registration to document their continuing education activities. Contact APICS Customer Support with any questions on the maintenance program at (800) 444-2742 or (703) 354-8851, or send an email to service@apicshq.org. APICS' official website: www.apics.org

SOCIETY OF MANUFACTURING ENGINEERS (SME) – SME Re-Certification Credits

Earn credits toward certification as a Certified Manufacturing Technologist, Certified Manufacturing Engineer, Certified Enterprise Integrator. The Society of Manufacturing Engineers has approved this WCBF's Lean Six Sigma Summit for professional re-certification credits towards the SME Re-Certification Program™.

For more information contact Certification at certification@sme.org or (313) 271-1500 or visit www.sme.org.



PDMA: The Product Development and Management Association (PDMA) has approved WCBF's Lean Six Sigma Summit for 1 PDH (Professional Development Hours) for Pre-Summit Workshops and 8 PDH for the Summit towards your New Product Development Professional (NPDP) Re-Certification. For more information contact PDMA @ 1-800-232-5241 or check us out on the web www.pdma.org.



To exhibit or sponsor the Lean Six Sigma Summit, please email info@wcbf.com or call +1 800-959-2614

TESTIMONIALS FROM PAST WCBF'S SIX SIGMA EVENTS:

Thank you for all the hard work you did to make it a success.

JD Sicilia, Director of Lean Six Sigma, DEPARTMENT OF DEFENSE

Thanks for an excellent conference.

Eric Smith, PROMODEL CORPORATION

It was really a pleasure to finally meet you in Las Vegas. It was a great job you and your team accomplished.

Craig McClaren, VP Marketing, NOVACES

The WCBF Global Six Sigma Summit and Awards Conference was our most successful marketing event for 2007. This was largely the result of the personal interest WCBF staff took in finding ways to optimize our visibility and facilitate contact with key prospects.

Wayne Caccamo, VP Marketing, INSTANTIS

I always enjoy networking with professionals leading in problem solving. This year's conference was a good sharing of lessons learned and fresh practical ideas.

Rick Morrow, Director of Continuous Improvement, UNITED AIRLINES

I would like to compliment you again on pulling off quite the event! It was well planned, organized and very informative. I spoke to several experts in the Six Sigma field who were very pleased with the entire event.

Dino Loiacono, Marketing & Sales Director, NATIONAL REPUBLIC BANK OF CHICAGO

The event was well organized and I was especially impressed by the caliber of the attendees. The event allowed me some great networking opportunities to learn and leverage best practices from other companies deploying Lean Six Sigma.

Travis Ratnam, Master Black Belt, BRAMBLES

The Global Six Sigma Summit and Awards is a great forum to see how Six Sigma is progressing

in industry. Raytheon is pleased to be part of the process, sharing our successes and learning from others who excel with this tool. We look forward to a lasting relationship with the GSS&A organizers.

Gordon M. Ward Jr., Director - Quality Assurance, R6s & EHS, RAYTHEON INFORMATION SOLUTIONS

Very enlightening, I have lots of new ideas.

Brad Zylstra, Director, VOLD

Excellent information and networking. Presentations gave valuable real world examples and insight.

L. Silvonen, DTE ENERGY

Very good! Excellent topics, pertinent to today's circumstances.

Brad Banachowicz, Director Quality & Op Ex, HARLEY DAVIDSON

Great job! You have management to Tip the balance to the real drivers of LSS – people and values!

Aart Broekhuizen, MBB, LONMIN PLATINUM

The Global Summit provided a solid menu of meaty topics, excellent speakers and great opportunities for networking.

Leslie Pemberton, Dir of Op Ex, SONOCO

Very informative, well balanced between business processing and manufacturing, excellent guest speaker.

Irma Lopez, Director, CONEXIS

Excellent learning experience for networking to where and how to start six sigma, lean etc.

Ed Steier, QA Manager, BAY VALLEY FOODS

Very well organized, staffed and run.

Steven Jones, LSS Manager Major Accounts, SIEMENS IT

Great relaxed Summit with the right mix of topics and speakers.

Andrew Booyzen, Six Sigma Programme Manager, LONMIN

Informative and well planned.

Rafi Sahakian, Sr Mgr Op Ex, CDW Corp

September 2007, 6th Annual Lean Six Sigma in Healthcare Conference Testimonials

Overall - excellent content. Very good examples of LSS in healthcare.

Charles Mount, Director of Healthcare, NOVACES, LLC

It was great to see so many colleagues across the healthcare industry committed to using a methodical approach to improving care and service to our patient.

Sholeh Razavi, Director of Quality Improvement, BOSTON MEDICAL CENTER

The speakers' experience and wisdom exceeded all expectations. Well planned conference.

Deborah Smith, CENTURA

It was a really good opportunity to share ideas and successes. I picked up many excellent ideas to improve my programs.

Marlene Weatherwax, CFO, COLUMBUS REGIONAL HOSPITAL

Good opportunity to hear what other organizations are doing and compare where we are in our journey to excellence.

Imran Chaudhry, Regional Director, Operational Excellence, PROVIDENCE HEALTH SYSTEM

As the CFO of a FQHC, this has helped me see how six sigma has potential and usefulness in 100% of the areas of our clinical and administrative departments.

Ginger Riewe, CFO, COMMUNITY HEALTH CENTER OF LUBBOCK

The conference was great. A nice balance of specific project examples and organizational deployment.

Vinne Brigandi, Six Sigma Black Belt, SOLARIS HEALTH SYSTEM

Diverse, excellent agenda of topics delivered by actual practitioners of Lean Sigma. Good representation of multiple healthcare organization models.

Bob Hody, MBB, Lean Kaizen Leader, JOHNS HOPKINS MEDICINE

