

LEAN SIX SIGMA FOR IT 2010

Earn up to 18
CPE Credits

Improve the
Quality and
Efficiency
of Your IT
Processes
through
Lean Six
Sigma

September 29 – 30, 2010 | Arlington, VA

Optional Pre-Conference Yellow Belt Certification September 27-28, 2010

You Will Learn To:

UNLOCK the Potential of Lean Six Sigma for IT

Discover innovative solutions to link Lean Six Sigma to the information technology functions of your organization

TRANSFORM and Streamline your IT Processes

Incorporate Six Sigma methodology into your current business systems and align with your strategic plan

DISCUSS the Advantages of Linking Six Sigma and ITIL Together

Understand the difference between the two approaches and discover the benefits of combining ITIL and Six Sigma together

DEVELOP Top-Line Business Results for Increased Productivity

Identify and execute critical Six Sigma developments and learn how they can be applied to drive success in your IT function

Save Money by Utilizing Lean Six Sigma and Reduce the
Number of Errors in Your IT Processes

www.PerformanceInstitute.org/IT

In Association with:

Why Should You Get A LEAN SIX SIGMA YELLOW BELT?

For organizations to consistently improve performance, it is critical that the people doing the work have the skills and tools necessary to apply their knowledge to the improvement process. The goal of this course is to provide professionals with techniques to continuously improve individual and team work by contributing effective solutions in problem solving projects.

Yellow belt recipients will leave the workshop with the tools necessary to:



APPLY

learned techniques to help make improvement in the daily work of your function area by collecting data, applying tools and using problem solving processes



SUPPORT

the identification of improvement opportunities through a team problem solving process



DOCUMENT

"best practices" in a manner that will enable them to be disseminated throughout the organization



WORK

to ensure the gains of successful projects are maintained



COMPLETE

a work related project

WHO SHOULD ATTEND:

- CIOs, CTOs
- IT Directors
- VPs
- IT Managers
- Assistant Directors
- Information Technology Specialists
- IT Specialists
- Systems Architects
- Business Analysts
- Performance Improvement Managers
- System Analysts
- Senior Project Managers
- Deployment Leaders/Champions

8:00
Workshop Registration and Continental Breakfast

9:00
Welcome Remarks and Introductions

Introduction to Lean Six Sigma

- History and background of Lean and Six Sigma (LSS)
- Outcomes of LSS
- Core concepts and goals of LSS
- LSS infrastructure
- The DMAIC methodology

10:30
Break

10:45 DMAIC-Pizza Service Simulation

- Prioritizes improvement opportunities and countermeasures
- Provides for a thorough analysis of the opportunity
- Establishes a consistent approach
- Enhances employee development and motivation

Implementation and Deployment Strategy

- Develop strategies and objectives for deployment
- Incorporate Six Sigma into organizational business strategy
- Identify key focus areas and change management processes
- Create flexibility and responsiveness in your organization

12:00
Lunch

1:00 Manage the Lean Six Sigma Project

- Streamline Lean Six Sigma and project management strategies
- Apply measurement tools to evaluate projects and objectives

2:30
Break

2:45 Define a Problem Statement to Work Toward a Common Goal

- Define problem
- Define improvement goal
- Initiation of process mapping process (SIPOC)
- Select team
- Create project plan
- Draft project charter

3:30
Summary & Daily Wrap Up

4:00
Day One Adjourns

TOP FIVE REASONS TO ATTEND:

- 1 Learn** the Value of Lean Six Sigma and its Ability to Transform IT Processes
- 2 Improve** the Results of your Organization by Combining Six Sigma and ITIL
- 3 Enhance** the Quality and Timeliness of Your IT Processes through Six Sigma
- 4 Earn** Your Lean Six Sigma Yellow Belt Certification
- 5 Unleash** the Full Power of Information Technology Using this Customized Six Sigma Methodology

8:30
Continental Breakfast

9:00

Measure and Select Indicators Focused on the Customer and Cost

- Baseline the current process
- Address "low-hanging fruit"
- Confirm customer CTQs
- Determine current performance baseline
- Stratify data

Analyze Your Data to Achieve Operational Excellence

- Gather causal data
- Determine & validate root causes
- Identify a solution to combat root causes

10:30
Break

10:45

Utilize Strategies that Consistently Enhance Business Outcomes

- Identify countermeasures
- Perform cost/benefit analysis
- Design improved processes
- Develop scorecards

Pizza Service Simulation Two & Control

- Report scorecard data
- Create process control plan
- Identify replication opportunities
- Develop future plans

12:00
Lunch

1:00

Control Improvements and Focus on Results

- Charter
- Stakeholder analysis
- Communication plan
- Process map
- Cause and effect
- FMEA
- Solution matrix
- WBS/schedule
- Control plan

2:30
Break

2:45
Review/Questions

3:15
Exam

4:00
Yellow Belt Workshop Adjourns

"Excellent demonstrations of applying lean Six Sigma to software developments"

Michael D.
Adelphi University

Lean Six Sigma for IT 2010

SEPTEMBER 29, 2010

8:30

Conference Registration & Continental Breakfast

9:00

KEYNOTE ADDRESS**Maximize Outcomes and Improve Processes by Integrating Lean Six Sigma and Information Technology**

Many companies are now faced with consolidations and market share growth opportunities if they can improve their operations quickly to free up cash and move forward faster. The proven model for deploying a successful process improvement initiative is to drive it from the top down. Listen to an industry-recognized leader in process improvement and project management as they discuss best practices for Six Sigma deployment in your IT department and how you can sustain the gains and achieve maximum ROI.

Donald Ainsworth

Management Consultant at IBM Global Business Services

10:00

Networking Break & Refreshments

10:15

Make Lean Six Sigma Your Own: Implement a Six Sigma Initiative in Your IT Department

- Integrate Lean Six Sigma initiatives into your overall strategic plan
- Improve continuity between business and IT through shared vision
- Reduce redundancy in IT initiatives through standardization

Daniel Zucke

PMP, Principal Consultant, Master Six Sigma Black Belt, The Operari Group

11:15

Transforming IT and Software Processes: Implement Measures and Metrics

- Discover how to implement specialized tools which can be adapted to handle IT processes
- Learn how to effectively analyze and determine the root causes of poor IT performance through effective project management
- Effectively measure your processes using a Six Sigma approach

Daniel Zucke

PMP, Principal Consultant, Master Six Sigma Black Belt, The Operari Group

“Presenters offered practical information that I can apply.”

Patric P.

Omaha Public Power District

12:15
Lunch Break

1:15

Project Selection: Utilize Project Management to Select Projects for Six Sigma Deployment

- Learn the latest project management strategies and how to incorporate them into your Six Sigma deployment
- Canvas critical project selection strategies and understand how to select the right projects for your organization
- Integrate proven project management techniques into Six Sigma projects

Daniel Zucke

PMP, Principal Consultant, Master Six Sigma Black Belt, The Operari Group

2:30
Networking Break & Refreshments

2:45

Lessons Learned from Implementing Six Sigma to an Internal IT System

- Listen to an experienced professional discuss his hands-on experience dealing with implementing Six Sigma to Internal IT Systems within their offices
- Learn the difficulties and roadblocks that appeared and how they were handled
- Find out what recommendations they have for businesses and offices who are in the early, middle or late stages of implementation

Karl Williams

MAC Consulting, LSS Master Black Belt

4:00
Adjourn

“Good combination of examples, experiences and exercises used.”

Pamela S.
Eclipse Inc.

8:30

Conference Registration & Continental Breakfast

9:00

Change Management: Deal with the Most Challenging Aspect of Lean Six Sigma Deployment

Addressing change management is arguably the most difficult barrier organizations face while deploying Lean Six Sigma. Being able to understand exactly what change management means is vital for the success of Lean Six Sigma. During this keynote address you will learn how you can convert the volumes of change management theory into practical, easily applied strategies as well as discover why these applied strategies are so critical to sustained Six Sigma success. Case studies will be presented to illustrate the strategic and tactical approaches discussed.

Amanda M. Warfield

PMP, President, Newgrange Management LLC

10:15

Break & Refreshments

10:30

Innovation and Lean Six Sigma's Role in the Process

- Understand that the economy is based upon innovation and growth and Lean gives you the ability to move faster in all facets of business
- Discuss the under-emphasized importance of risk management within any innovation effort
- Reward & recognition: The most important (and often forgotten) last step

Amanda M. Warfield

PMP, President, Newgrange Management LLC

12:00

Lunch Break

“Will apply the many take-aways that will positively impact our organization”

Isabel R.
Mills Peninsula Health Services

1:00

Combine Six Sigma and ITIL: Can They Be Used Together Effectively?

- Understand the difference between the two approaches used to improve IT service management
- Learn how these two approaches can be highly complementary to each other and used in combination to effectively improve your business process
- Discover the advantages and benefits of using ITIL and Six Sigma together

David Bigio

Associate Professor of Mechanical Engineering, Director of Undergraduate Studies, University of Maryland

2:00

Break & Refreshments

2:15

Migrate from the Waterfall to Lean Development Models

- Discover how HP migrated its LaserJet FW development team from a waterfall development model to stage-gate development to a lean development model
- Learn what prompted each transition and discuss the changes that were necessary for each transition
- Understand the productivity improvements achieved along with other benefits

Donald Ainsworth

Management Consultant at IBM Global Business Services

3:00

Conference Adjourns

TRAINER BIOGRAPHY

Charis Grossman is a certified Project Management Professional (PMP®) from the Project Management Institute (PMI®), a Six Sigma Black Belt, and a trained Genuine Leadership and Stellar Service Facilitator that focuses on Customer Service. She is currently an instructor and senior consultant with St. Petersburg College, State College of Florida and The Performance Institute. Her expertise is in the training and facilitation of Lean Six Sigma, and Project Management. She has extensive experience working with both the private and public sectors.

Charis has over 13 years experience working as a project manager. She has personally lead new projects resulting in the delivery of new drugs, software and processes. In the last 7 years her passion has become integrating Lean Six Sigma in organizations. By using Lean Six Sigma companies can establish a culture of continuous change where all employees are moving toward a common strategy to improve business performance. These organizations have an inherent inclination toward innovation. Charis's goal is to facilitate the adoption of a culture of continuous improvement at companies and agencies to convert strategy, to ACTION and success.

IN-HOUSE TRAINING

One of the more popular vehicles for accessing the Institute's educational offerings is the delivery of on-site trainings and management facilitations. Bringing a training or facilitation in-house gives you the opportunity to customize a program that addresses your exact challenges and provides a more personal learning experience, while virtually eliminating travel expenses. Whether you require training for a small group or for an organizational-wide initiative, the advanced learning methods employed by the Institute will create an intimate training atmosphere that maximizes knowledge transfer to enhance the talent within your organization.

CUSTOMIZATION

We realize that not all obstacles can be overcome by applying an "off-the-shelf" solution. While many training providers will offer you some variation of their standard training, the Institute's subject matter experts will work with you and your team to examine your programs and determine your exact areas of need. The identification of real life examples will create a learning atmosphere that resonates with participants while at the same time providing immediate return on your training investment. Using interactive exercises that employ actual projects or scenarios from your organization, instructors can address specific challenges and align the curriculum of each session to your objectives. While the majority of on-site trainings are focused on smaller groups, the Institute also has the ability to accommodate organizational-wide training initiatives. Utilizing multiple instructors, the Institute has the capacity to deliver courses to groups of up to 300 participants per day.

AREAS OF EXPERTISE

On-site delivery of single courses, certification programs and entire packages of specialized courses are available in the following areas:

- Strategic Planning
- Performance Measurement
- Project Management
- Lean Six Sigma
- Workforce Management
- Budgeting and Forecasting
- Contracting
- Performance Reporting
- Program Evaluation
- Administrative Management
- Change Management
- Balanced Scorecard

For more information about in-house training options available to you, please contact **Jennifer Mueller** at 202-739-9619 or email her at Jennifer.Mueller@PerformanceInstitute.org

SPONSORSHIP OPPORTUNITIES

As a conference and training provider, The Performance Institute is an expert in bringing together leaders to share and discuss best practices and innovations. We connect decision-makers with respected solution providers.

Institute offers four different pre-designed sponsorship packages:

- Event Co-Sponsor
- Session Sponsor
- Luncheon Sponsor
- Exhibit Booth Sponsor

For more information on sponsorships or to get started, contact **Meredith Mason** at 202-739-9707 or Meredith.Mason@PerformanceInstitute.org

LOGISTICS & REGISTRATION

VENUE AND HOTEL:

Lean Six Sigma for IT 2010 will be held at The Performance Institute Training Center in Arlington, VA, just one block east of the Courthouse Metro stop on the Orange Line. A public parking garage is located inside of the building.



● The Performance Institute Training Center
1515 N. Courthouse Rd., Suite 600
Arlington, VA 22201
877-992-9521

A limited number of rooms have been reserved at the Arlington Rosslyn Courtyard by Marriott at the prevailing rate of \$229 until August 27, 2010. Please call the hotel directly for reservations and reference code **Lean Six Sigma for IT**. The hotel is conveniently located three blocks from the Rosslyn Metro station. Please ask the hotel about a complimentary shuttle that is also available for your convenience.



● Arlington Rosslyn Courtyard by Marriott
1533 Clarendon Blvd.
Arlington, VA 22209
Phone: 703-528-2222 / 1-800-321-2211
www.courtyardarlingtonrosslyn.com

TUITION & GROUP DISCOUNTS:

The Government tuition rate for **Lean Six Sigma for IT 2010** is as follows:

| Offerings | Early Bird | Regular Rate |
|--|------------|--------------|
| Conference only | \$899 | \$1099 |
| Pre-Conference Yellow Belt Certification | \$999 | \$1099 |
| Conference and Certification | \$1799 | \$2099 |

* For the Early Bird rate, register by August 2, 2010.

For more information on group discounts for Lean Six Sigma for IT 2010 please contact **Melvin Hall** at 202-739-9630 or email him at Melvin.Hall@PerformanceInstitute.org

CPE CREDITS



Delivery Method: Group-live
Program Level: Basic
Prerequisites: None
Advanced Preparation: None
CPE Credits: 18

The American Strategic Management Institute (ASMI) is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding sponsors may be addressed to the National Registry of CPE Sponsors, 150 Fourth Avenue North, Nashville, TN 37219-2417. Website: www.nasba.org.

QUALITY ASSURANCE

The Performance Institute strives to provide you with the most productive and effective educational experience possible. If after completing the course you feel there is some way we can improve, please write your comments on the evaluation form provided upon your arrival. Should you feel dissatisfied with your learning experience and wish to request a credit or refund, please submit it in writing no later than 10 business days after the end of the training to: The Performance Institute: Quality Assurance, 1515 N. Courthouse Road, Suite 600, Arlington, VA 22201

Note: As speakers are confirmed six months before the event, some speaker changes or topic changes may occur in the program. The Performance Institute is not responsible for speaker changes, but will work to ensure a comparable speaker is located to participate in the program.

If for any reason The Performance Institute decides to cancel this conference, The Performance Institute accepts no responsibility for covering airfare, hotel or other costs incurred by registrants, including delegates, sponsors and guests.

DISCOUNTS

- All 'Early Bird' Discounts must require payment at time of registration and before the cut-off date in order to receive any discount.
- Any discounts offered whether by The Performance Institute (including team discounts) must also require payment at the time of registration.
- All discount offers cannot be combined with any other offer.
- Discounts cannot be applied retroactively

LOGISTICS & REGISTRATION

TO REGISTER



Call
877-992-9521



Fax this Form to
866-234-0680



Visit
www.PerformanceInstitute.org/IT

REGISTRATION FORM

- Yes! Register me for **Lean Six Sigma for IT 2010**
- Yes! Register me for **The Lean Six Sigma Yellow Belt Certification**
- Please call me. I am interested in a special Group Discount for my team

DELEGATE INFORMATION

| | | |
|--------------|-------|-------|
| Name | | Title |
| Organization | | Dept. |
| Address | | |
| City | State | Zip |
| Telephone | Fax | Email |

PAYMENT INFORMATION:

- Check
- Purchase Order / Training Form
- Credit Card   

| | | |
|--------------------|-----------------|------------------|
| Credit Card Number | Expiration Date | Verification no. |
| Name on Card | Billing Zip | |

Please make checks payable to: The Performance Institute

CANCELLATION POLICY: The Performance Institute will provide a full refund less a \$399 administration fee for cancellations requested four weeks prior to the event start date unless cancellation occurs within two weeks prior to the event start date. If a cancellation is requested less than two weeks prior to the event start date, no refund will be issued. Registrants who fail to attend and do not cancel prior to the event will be charged the entire registration fee. All cancellations must be requested through the cancellation link found in your attendance confirmation email. Please note that cancellation is not final until you receive a cancellation confirmation email.

- I have read and accepted the Cancellation Policy above.

ACKNOWLEDGED AND AGREED

By: _____ Date: _____

Priority Code: T354-WEB

About The PERFORMANCE INSTITUTE

Called “the leading think tank in performance measurement for government” on OMB’s ExpectMore.gov, The Performance Institute has been a leader in Performance Management training and policy since the 2000 administration transition. As part of the Government Performance Coalition, a group of good government organizations, the Institute worked in 2000 to deliver recommendations to the then new administration on what would become the President’s Management Agenda.

In 2010, the Institute is leading Innovations in Government: From Transition to Transformation, or InnoGOV.org, a collection of forums, research and recommendations to bring insight and transformation to the federal government. The goal of InnoGOV.org is to centralize the importance of performance, accountability and transparency in government and to disseminate the leading best practices to government managers.

The Performance Institute has published several research reports regarding performance management initiatives and trains over 10,000 government managers per year on performance-based topics. Dedicated to improving citizen services and taxpayer transparency, the Institute uses a best-practices foundation to deliver the most effective and tested methodologies for improving performance.



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