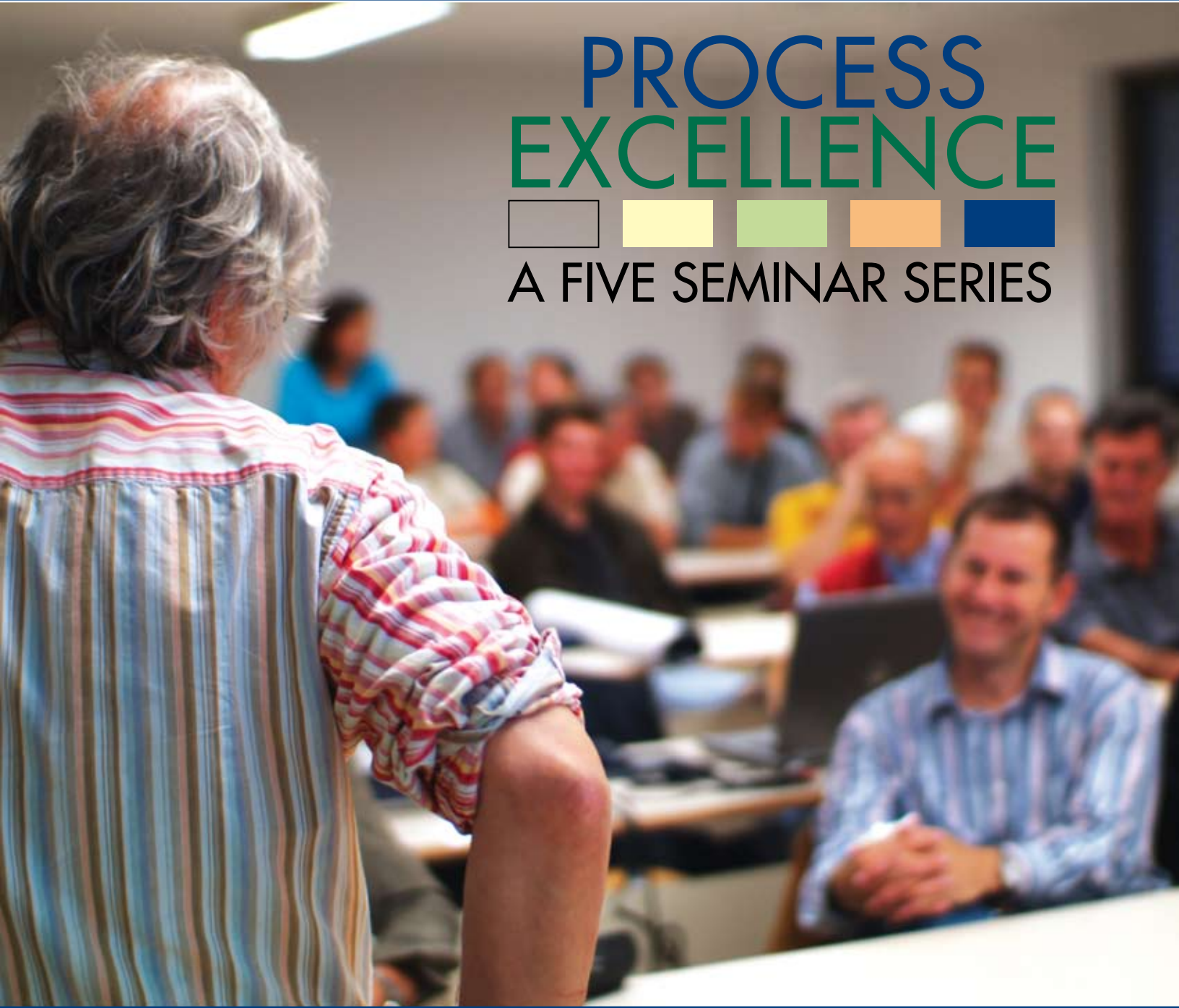


P R O C E S S E X C E L L E N C E

PROCESS EXCELLENCE



A FIVE SEMINAR SERIES



Spring 2008

Process Excellence:
A Journey, Not A Destination

Process Excellence: A Journey Not a Destination

PRESENTER: DR. JEFFREY LIKER

COST: \$125

DATE: TUESDAY, MARCH 18, 2008

TIME: 8:00 A.M.–NOON (CHECK-IN AND BREAKFAST BEGINS AT 7:30 A.M.)

LOCATION: CPCC HARRIS CAMPUS

Join us for a rare opportunity to hear noted author and professor Dr. Jeffrey Liker explain the culture and values that drove Toyota to be the dominant automotive company in the world. Many organizations employ the standard Lean tools and have hired former Toyota employees to replicate the culture. Organizations from diverse markets such as manufacturing, healthcare, and government agencies have been successful while others struggle to compete. What's the difference?

Through his research at Toyota and through his own consulting, Dr. Liker has first-hand knowledge of the differences between mediocre organizations and great organizations. This seminar will benefit people and organizations that have already started a process excellence journey as well as those who recognize the need but don't know how to begin.



Dr. Jeffrey K. Liker

Dr. Jeffrey K. Liker is Professor of Industrial and Operations Engineering at the University of Michigan and principal of Optiprise, Inc. Dr. Liker has authored or co-authored over 70 articles and book chapters and eight books. He is author of the international best-seller, The Toyota Way: 14 Management Principles from the World's Greatest Manufacturer, McGraw-Hill, 2004 which speaks to the underlying philosophy and principles that drive Toyota's quality and efficiency-obsessed culture. The companion (with David Meier) The Toyota Way Fieldbook, McGraw Hill, 2005 details how

companies can learn from the Toyota Way principles. His book with Jim Morgan, The Toyota Product Development System, Productivity Press, 2006, is the first that details the product development side of Toyota.

He continues to study and write books about Toyota and practice as a keynote speaker and consultant through his firm Optiprise, Inc. Recent clients include Hertz, Caterpillar, Android, Areva, Rio Tinto Mining, Tenneco Automotive, Jacksonville Naval Air Depot, US Airforce Material Command, Johnson Controls, Harley Davidson, Eaton, and Fujitsu Technical Services.

Creating Perfect Processes

PRESENTER: DR. VINAY VASUDEV

COST: \$89

DATE: TUESDAY, APRIL 22, 2008

TIME: 8:00 A.M.–NOON (CHECK-IN AND CONTINENTAL BREAKFAST BEGINS AT 7:30 A.M.)

LOCATION: RCCC CABARRUS BUSINESS AND TECHNICAL CENTER

This seminar will introduce Six Sigma and process control in the Lean world. Many organizations pursue Six Sigma while others have followed the traditional Lean approach to process improvement. The most successful organizations have combined Lean and Six Sigma because they know a process cannot be lean with high variability.

This seminar will focus on Six Sigma methodology and process control that is applicable in any organization or business model. Participants will gain an understanding of the methodology and the criteria used to select the most beneficial projects. They will also learn how Lean and Six Sigma enable each other. www.sonyaj.com



Dr. Vinay Vasudev

Dr. Vinay Vasudev has extensive experience in management consulting, process management/improvement, and project/program management. He has consulted extensively in Supply Chain Management, Lean Production Systems, Enterprise Resource Planning, Operations Improvement, and Business and Engineering. Dr. Vasudev earned his MS and PhD degrees in industrial engineering from Louisiana State University. He has been a visiting professor at the Wayne Calloway School of Business and Accounting, Wake Forest University; adjunct faculty member for Belk College of Business, UNC-Charlotte and at Pfeiffer University College of Graduate Studies' MBA program; instructor at College of Engineering of LSU; and adjunct instructor for CPCC's Corporate & Continuing Education. Vinay is a certified Six Sigma Black Belt, registered Professional Engineer (PE), and a Fellow of APICS.

Process Improvement Tools: Part 1

PRESENTER: BOB OLSON

COST: \$89

DATE: TUESDAY, MAY 20, 2008

TIME: 8:00 A.M.–NOON (CHECK-IN AND CONTINENTAL BREAKFAST BEGINS AT 7:30 A.M.)

LOCATION: CPCC HARRIS CAMPUS

This seminar is the first of two seminars focusing on the process improvement tools. The content is targeted at companies starting the process improvement journey who want a better understanding of the basics. Organizations that have stalled along the process journey will also find reviewing the basics a good way to re-energize the team. Participants will focus on Value Stream Mapping, 5S, and Standard Work. These are the foundation tools of waste elimination and any Lean transformation. After the seminar, there will be a free business expo sponsored by the Arrowood Association to benefit the local business community.



Bob Olson

Bob Olson has more than 30 years of practical experience in process improvement techniques such as Lean Manufacturing, Six Sigma, statistics, and problem solving. Since 1999, he has been successfully consulting and training various manufacturing and service professionals through colleges/universities and in over 50 clients' facilities. Olson's Lean Manufacturing programs include Lean Intro, The 5S System, Value Stream Mapping, Kaizen, and customized blends of the Lean tools. Over 250 students have become certified Six Sigma Green Belts in his classes with an average return of \$60k with just one project planned during the course. Bob earned a B.S. in Chemical Engineering and is a registered professional engineer in North and South Carolina. He is an ASQ-certified Six Sigma Black Belt and is currently chair-elect for his local ASQ branch.

Process Improvement Tools: Part 2

PRESENTER: NANCY BACH

COST: \$89

DATE: TUESDAY, JUNE 24, 2008

TIME: 8:00 A.M.–NOON (CHECK-IN AND CONTINENTAL BREAKFAST BEGINS AT 7:30 A.M.)

LOCATION: RCCC CABARRUS BUSINESS AND TECHNICAL CENTER

Process Improvement Tools-Part 2 is a follow up to Process Improvement Tools-Part 1 and focuses on Poka-Yoke, Pull and the Visual Workplace. This seminar will conclude with a unique office simulation that



demonstrates all the process improvement tools. This seminar is recommended for people and organizations just starting on this process improvement journey, but it is also applicable to organizations that have started the process journey but have stalled along the way.



Nancy Bach

Nancy Bach is an internationally experienced multi-functional management executive. She has built and led cross-cultural teams in Asia, Europe and worldwide. Nancy is an expert in helping companies achieve long-term gains in business performance through process improvement.

Her experience includes professional training in performance management, statistical process control, international business, advanced marketing, just-in-time manufacturing, manufacturing resource planning (and ISO 2002),

systematic problem solving, computer applications, building market-focused organizations, Black Belt/Six Sigma methodologies, Lean manufacturing, Workout™ trainer/facilitator, and mentoring. Nancy earned her B.S. in Chemical Engineering from Michigan Technological University; an M.B.A. from University of Rochester, Simon Business School; and is a certified Six Sigma Black Belt.

Process Improvement Metrics

PRESENTER: GARY KLIPP

COST: \$89

DATE: TUESDAY, JULY 22, 2008

TIME: 8:00 A.M.–NOON (CHECK-IN AND CONTINENTAL BREAKFAST BEGINS AT 7:30 A.M.)

LOCATION: CPCC HARRIS CAMPUS

This final seminar focuses on Lean Six Sigma metrics and how organizations can effectively align these metrics to drive process improvement. Lean Six Sigma breakthrough results are created by successfully completing projects that are aligned with business goals and impact high-level or satellite-level metrics. This seminar will explore the alignment and management of metrics in a Lean Six Sigma organization from satellite-level business metric to lower-level operational metrics.



Gary Klipp

Gary Klipp was the principle author, developer, and instructional designer of The Quality Group's (TQG) Lean Six Sigma e-Learning curriculum which is being used by such Fortune 500 companies as American Express, Bank of America, Coca-Cola, Seagate and others. He has partnered with CPCC and other community colleges to offer a blended e-learning Six Sigma certification curriculum.

Before joining TQG in 1998, Gary was a Senior Engineer at IBM where he led various process improvement teams implementing Six Sigma

principles. He served as the curriculum manager for IBM US Education for Statistics and Reliability and was responsible for course development and delivery. Gary's experience as a Master Black Belt uniquely integrates exceptional frontline process improvement and consulting expertise with curriculum development skills plus technical education, information systems, and programming skills.

Over the years, Gary has lectured, presented and delivered numerous papers on applied statistics, reliability and global competitiveness. Since 1983 he has lectured in statistics at UNC Charlotte. Gary has an MS in Operations Research and Statistics from Rensselaer Polytechnic Institute and both a BS and MS in Mathematics and Computer Science from SUNY at Albany, NY.

CPCC and RCCC help you gain the advantage.

Central Piedmont and Rowan-Cabarrus Community Colleges have partnered to sponsor a five part seminar series on Process Excellence. The kickoff seminar will provide a rare opportunity to hear Dr. Jeffrey Liker speak about the philosophy, principles, and underlying culture that have propelled companies like Toyota to become industry leaders.

Why attend?

The most successful companies in America focus on processes with the same emphasis they place on products and services. These companies have turned to their most valuable resource, their employees, to find the knowledge base and capabilities to improve quality, increase productivity, reduce cost, and improve customer satisfaction. This series will help you understand why your processes are so important and how to involve your associates in the continuous improvement journey.

Who should attend?

Participation in this series is a must for any business. The focus on Process Excellence will help not only manufacturing companies, but other business segments such as healthcare, government, service, financial and logistics.

Hurry! Seating is limited. Reservations include breakfast and materials. MasterCard, Visa and American Express accepted.

To register, call 704.330.4629.



**Register for all five seminars
and save more than 10%!
Total series registration fee: \$425**



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Process Excellence: A Journey, Not A Destination

Five-part seminar series starts March 18!

For more information, visit www.cpcc.edu/pess
To register, call 704.330.4629.

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