



# Newsletter

## Emerald Coast Chapter

### American Society of Training and Development

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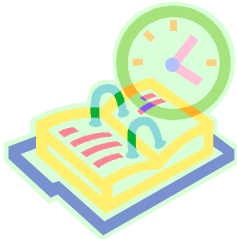
4/16/07

#### Emerald Coast Chapter ASTD

#### “Exploring the Art and Science of Excellence” Utilizing Lean Six Sigma and Kaizen Processes

#### Upcoming Meetings:

- **May 8th— WORKSHOP: The Art and Science of Excellence (Guest: Joan R. Cozart)**
- **June 12th— TBD**
- **July 10th— Training Programs (Guest: Carol Morris)**
- **August 14th— Measurements and Evaluation (Guest: Diane Guthmuller)**
- **September 11th—TBD**



#### Requests for Submissions:

To all members of the Emerald Coast ASTD Chapter:

We invite all members to submit articles, letters, etc...for our newsletter. Through our chapter, we have a strong community network to share concepts, ideas, strategic planning, and more. Please send any submission to mallfred@ezywrap.com.

The Emerald Coast Chapter has an exciting agenda set for the May Seminar. Joan Cozart, M.Ed., Ed.S., Certified Lean Six Sigma Black Belt and Kaizen Facilitator, Principal, OpX Group, Inc. will be our workshop facilitator where we will explore the viability of Lean Six Sigma and Kaizen process in the workplace.

As a precursor to this training, let's look at the basic concepts of these programs.

#### Lean Six Sigma:

This is the collaboration of two concepts where statistical data is applied to established performance standards. The Lean facet accounts for variants (speed, organization, waste) and the six sigma portion utilizes the problem-solving

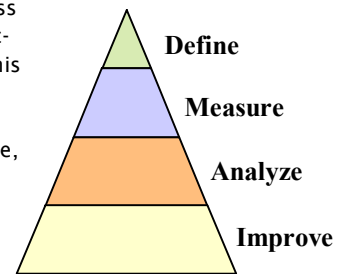
process where problems (and their causes) are identified and then viable solutions are presented and implemented. The basic formula for Lean Six Sigma, called Little's Law, is: Lead Time of any process equals the quantity of things in process over the average completion rate.

#### Kaizen:

A Japanese term meaning a "change for the better". This improvement process serves to assess the process and the outcome. This process is continual and normally goes to set the standards for a procedure, assess this standard, develop methods to meet those standards and improve productivity, and then return to step one where you set the stan-

dards for the now improved process. It is also noted that the Kaizen practices should involve everyone from the CEO to the production employee.

The May Workshop will take these concepts and present their viability to us. We will explore what many already utilize in the workplace.



#### A Word from our President:

What does our **May workshop** have in common with Eli Lilly, 3M, Honeywell, Dow Chemical, Citibank and the US Department of Defense? We are all learning methods to improve our business workflow and results from a Six Sigma expert.

**Joan Cozart**, Certified Lean Six Sigma Black Belt and Kaizen Facilitator, will lead us as we explore the "Kaizen" or Fast Change methodology from LSS.

Recent articles from our national **T+D** magazine relate the successes of the Six Sigma approach in improving performance and achieving customer satisfaction. Six Sigma's measurement tools assist in assessing the actual cost of poor quality and the impact of customer dissatisfaction, lost business and employee frustration.

Whether you are already implementing Six Sigma in your workplace or want to learn more from a local, highly trained expert, our workshop will provide an excellent training opportunity.

Becky Spence, President