

LEAN SIX SIGMA YELLOW BELT CERTIFICATION FOR HEALTHCARE

- Take the first step in your Lean Six Sigma journey.
- Discover proven techniques and practical tools to build your problem-solving and analytical skills.
- Streamline your hospital's clinical and non-clinical operations, improve quality and enhance the patient experience.

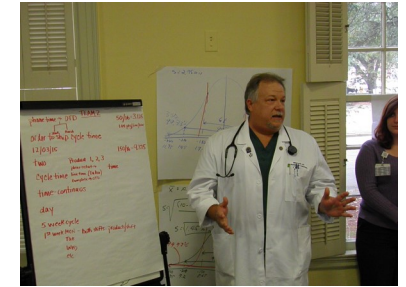
You'll leave with a Yellow Belt Certificate and new skill sets that can be applied immediately in your hospital.

WHEN:
1 day (8am— 5pm)

WHERE:
Your hospital

FEE:

# Participants	Per Seat Cost	Includes
Min. 10	\$600	• Curriculum binders
11-20	\$500	• Tools and templates
21+	\$400	• Exam and certificate



PRESENTED BY



RIVERWOOD
ASSOCIATES

Your leader in Lean Six Sigma certification training and process improvement.

CLICK TO REGISTER

Contact: Peter Sherman
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www.riverwoodassociates.com

About This Workshop

Discover what World Class healthcare organizations such as Pittsburgh Regional Healthcare Initiative, ThedaCare and Virginia Mason Clinic already know. **Lean Six Sigma can significantly improve productivity, quality and the patient experience.**

The **LSS Yellow Belt Certification** is the first step in a journey to build your problem-solving and analytical skills. This one-day course combines classroom training with practical applications specifically for healthcare professionals. Prior to training, you'll identify a project using our "pain point" process. During class, you'll receive training and tools that provide structure for LSS problem-solving. Individual and team exercises reinforce key concepts which you apply on your project. At the end of the course, you'll take the Yellow Belt examination. Minimum score of 80% to receive certification. Participants should bring a notepad and a basic calculator.

How You Will Benefit

- Understand the DMAIC process improvement framework — Define, Measure, Analyze, Improve, and Control.
- Apply powerful analytical tools to identify and verify root causes.
- Discover proven techniques for improving processes.
- Successfully lead focused process-improvement projects.

What You Will Learn

- Lean Six Sigma Methodology
- DMAIC Framework
- 8 Wastes in healthcare (clinical / non-clinical)
- Value Add vs. Non-Value Add
- Push vs. Pull flow in healthcare
- Data & Variation in healthcare
- VOC / Problem Definition in the ER
- SIPOC (Door-to-Admission)
- Process Mapping (Door-to-Admission)
- Lean and Six Sigma Performance Metrics
- Root Cause Analysis Tools
- Improvement techniques (Checklists, Poka-yoke, Visual Management, 5S, Kanban)
- Control Charts

About the Facilitator



Peter J. Sherman brings more than 25 years experience leading process improvement programs in healthcare, technology and manufacturing.

Peter is a Certified Lean Six Sigma Master Black Belt, ASQ Certified Quality Engineer, and APICS Certified Supply Chain Professional. Current clients include Memorial Health, Phoebe Putney Memorial Hospital, South Georgia Medical Center, Effingham Hospital, and Georgia District 4 Public Health.

From 2010-14, Peter served as Director of Process Excellence for Cbeyond Communications, a publicly-traded, \$500M revenue telecommunications provider based in Atlanta, GA. Previously, Peter was a Master Black Belt with AT&T for 10 years.

Peter began his career in Japan as a visiting M.I.T. Scholar in 1986-87. There he worked with Dr. Edwards Deming, the noted American Quality expert. Peter learned first-hand Japanese quality practices including the Toyota Production System and Kaizen. Later, he served as Lead Instructor of Emory University's Six Sigma Program in Atlanta, GA. Peter has written more than 70 articles on Lean Six Sigma and quality. He is the author of *APICS Magazine's* Operational Excellence column.

Peter holds a B.S. in Building Construction from the University of Florida, a Master's in Civil Engineering from M.I.T. and an MBA from Georgia State University. Currently, Peter serves as the 2019 Chair of the ASQ Atlanta Section and is a member of APICS.

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Why Choose Riverwood Associates for Lean Six Sigma Training?

Riverwood Associates is a leading provider of Lean Six Sigma training for businesses and individuals. Our trainers are industry practitioners with more than 50 years of experience in the practical application of Lean Six Sigma methods and techniques. Riverwood Associates training programs are interactive, combining instruction with actual problem-solving applications. We provide training that enables participants to build problem-solving skills, streamline operations in their businesses, and increase profitability, quality, and customer satisfaction.

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