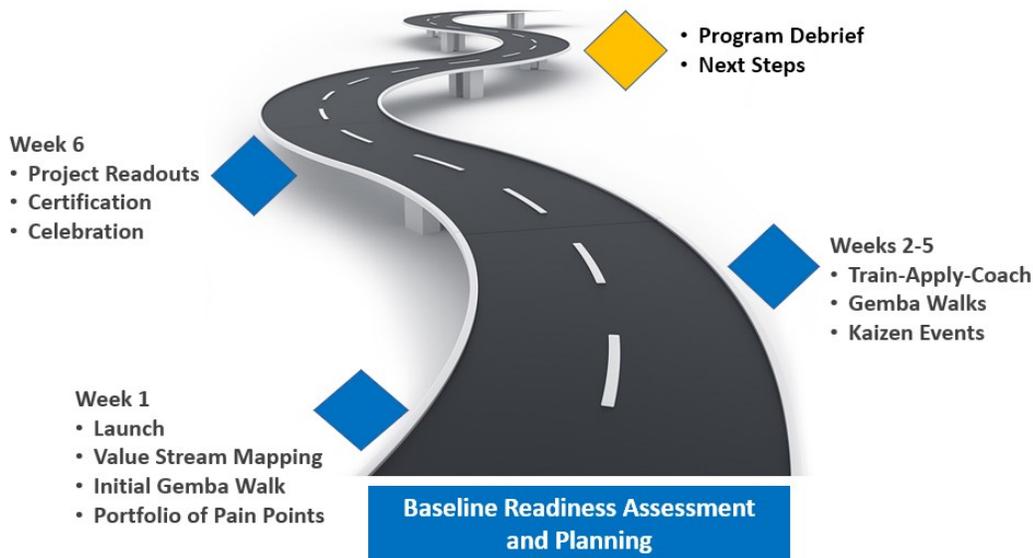


# Operational Excellence

## 6 WEEK STARTER PROGRAM



- An effective, rapid and affordable way to implement a Continuous Improvement program.
- Manageable, measurable, step-by-step approach.
- Ongoing training, application, and coaching for success.

**Launch your Operational Excellence program within 6 weeks, start driving results and change the culture.**



**Create an Army of Problem Solvers**

Lean Six Sigma Certification Training,  
Critical Thinking, Decision Making Skills



**RIVERWOOD ASSOCIATES**  
Lean Six Sigma Training & Consulting



**RIVERWOOD ASSOCIATES**

### Program Includes:

- Readiness Assessment
- OpEx Roadmap
- LSS Yellow Belt Training
- Gemba Walks
- Kaizen Events
- Project Reviews & Coaching
- Tools, Templates, Scorecards

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## Your Needs

Overwhelmed with too much waste? Frustrated with poor quality and lagging productivity? If the solutions aren't working, perhaps it's time to focus on the process. But, where do you start? How do you create buy-in?

## Our Approach

A focused, manageable Operational Excellence Starter Program that can be implemented within 6 weeks. Our program is designed for success because it starts by understanding your needs and is customized to your business.

## How it Works

- **Preparation:** We conduct a baseline readiness assessment of your operation to identify gaps, goals, focus areas, who should be involved, and measurable KPIs. Together, we build your Operational Excellence Roadmap.
- **Week 1:** We launch the program with your Executive Champion and 10-12 stakeholders. We suggest a cross-section of frontline operators, supervisors and managers to help change the culture. As a team, we build-out your Value Stream Map and conduct a Gemba Walk to identify opportunities. We help you define and scope the projects and build the business cases using our "Pain Point" process. The portfolio consists of quick wins, 2-3 day kaizen events, and 3-4 week process redesigns.
- **Weeks 2-5:** Immersion LSS Yellow Belt training, Gemba Walks, Kaizen Events, and project reviews / coaching build problem-solving skills. Weekly, 1/2 day training sessions consist of key LSS concepts followed by hands-on application of the tools and techniques to your projects. Gemba Walks and Kaizen Events operationalize the training and build team cohesion. Stakeholders build out their projects using our A3 template. Weekly project toll-gates allow us to review deliverables, ask the tough questions, and coach for success. Progress is tracked via our OpEx scorecard. Stakeholders take a certification exam to demonstrate knowledge and proficiency in LSS.
- **Week 6:** Stakeholders give readouts of their projects using our storyboards. The team celebrates with award of LSS Certifications. Afterwards, we debrief the organization using our evaluation scorecard with next steps.



Since 2014, Riverwood Associates, LLC has been helping organizations build armies of problem-solvers. Our trainers are industry practitioners with 25+ years experience in the practical application of Lean Six Sigma methods, tools and techniques. Our immersion-style training programs help learners build problem-solving and critical thinking skills to make better decisions.

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## Your OpEx Coach



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

Peter is a Certified Lean Six Sigma Master Black Belt, an ASQ Certified Quality Engineer, and a ASCM Certified Supply Chain Professional.

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 80+ articles on Lean Six Sigma and quality. Peter writes for *ASCM Magazine's* Operational Excellence column. He also serves on ASQ's Expert Answers Panel.

Peter holds a B.S. in Building Construction from the University of Florida, a M.S. in Civil Engineering from the Massachusetts Institute of Technology and an MBA from Georgia State University. Peter is Past Chair of the ASQ Atlanta Section and a member of ASCM.

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