

PROCESS IMPROVEMENT

Interactive One-day Workshop

DMAIC



DEFINE MEASURE ANALYZE IMPROVE

Program Overview

The Process Improvement Workshop is designed to teach individuals industry standard tools and techniques taught in process improvement curriculums around the globe. Upon completion of this workshop, attendees will be equipped to reenter their work environment with awareness of how to apply tools and techniques to implement improvements. The workshop will focus on the application of the following process – Define, Measure, Analyze, Improve and Control (DMAIC).

This workshop developed and led by Patrick Miller, MBA, will equip individuals with knowledge of how to define a process, understand what all the process inputs need to be and expected final process outcomes. Participants will learn what the word “customer” means from a process perspective, and how it is defined. A combination of lectures and exercises will outline how to apply the DMAIC process when looking for the areas of improvement in an organization, and how these changes ultimately influence the bottom line of your business.

Key Benefits

- Learn to use performance excellence approaches to increase productivity, improve profitability and competitiveness, and satisfy employees and customers
- Establish a process for improvement within your organization
- Gain insight into specific tools to help measure business progress and performance
- Learn how to benchmark your company with world-class organizations who have already achieved excellence
- Earn 6.25 HRCI credits & 0.8 Continuing Education Units

June 22, 2017

8:00 am - 5:00 pm

UCF Executive Development Center
36 West Pine Street, Orlando, FL 32801

\$450 (see back page for details)

Who Should Attend

This workshop is beneficial to everyone trying to improve processes in their organization. It is particularly suitable for:

- CEOs, CFOs, and COOs
- Presidents and Vice Presidents
- Operations and Manufacturing Managers and Team Leaders
- Engineers, Engineering Managers and R&D Managers
- Human Resource Managers, Marketing Managers and other Functional Directors and Officers

“Patrick Miller is a known and reputable Black Belt practitioner, who is strategic in explaining how to apply the different Lean Six Sigma tools and techniques thru specific events. He is very helpful, always available for coaching, supportive and encouraging through the entire process.”

Michelle Araya , Global Supply Chain Strategic Initiatives, Lockheed Martin Corp.

Program Content

The program content for this workshop is based on the Define, Measure, Analyze, Improve and Control (DMAIC) process improvement model. It will allow attendees to utilize a systematic approach to improving their organizations' performance through application of industry-recognized tools and techniques.

Thursday, June 22, 2017

- Welcome and Workshop Introduction
- What is DMAIC and how can you use it?
 - Tools and applications of Define and Measure
- I need 30 envelopes delivered ASAP!
 - Exercise on flow, pull, push, waste, process and customers
- How do you determine what you should be improving?
 - What to look at and how to analyze the information
- Let's Change the Future!
 - Improve and Control - tools, techniques and resources to make change happen
- Putting it all together
 - Exercise in making and measuring change and documenting improvements
- Lessons Learned, Recap of the Workshop

About the Instructor



Patrick A. Miller, currently serves as a Senior Manager of Production Operations at Lockheed Martin Corporation. He is currently responsible for developing and building International Co-Production business cases for several projects that are designed to increase the industrial base of participating Countries. Prior to this assignment he was responsible for coordinating the operations activities for a \$500 million program that span 3 countries and 42 states within the continental US. Managing over \$70 million and 100 employees under production operations. He is a former U.S. Naval Nuclear Engineering Officer with close to 15 years of operations and engineering management experience. He is Lean Six Sigma Black and Green Belt certified and has been a sought-after speaker leading Lean Six Sigma and Process Management programs.

Program Fees

- \$400 per person if registered by May 22, 2017 (\$450 regular price thereafter)
- Registration fee includes one day of highly interactive sessions, breakfast, lunch, refreshment breaks, adjacent parking downtown, and all course materials
- Discounts available to multiple attendees from the same organization, non-profits, past EDC workshop attendees and UCF Alumni—contact us for details!

Registration Options

Register Online

<http://business.ucf.edu/executive-education>

Call (407) 235-3903

Email executiveeducation@bus.ucf.edu

Mail online registration form & check payable to:
UCF Executive Development Center
36 West Pine Street, Orlando, Florida 32801