

# Process Improvement & Quality Management Series

**Location** United Way of Yavapai County  
143 N. McCormick St., Suite 201  
Prescott, AZ 86301

**Fees** \$25 for Session I and Session II  
\$10 for each additional colleague  
attending Session II

**At least one person from your organization must attend  
Session I if planning to take part in Session II**

**To Register & more info**  
yavapaiuw.org/center-for-nonprofit-excellence

**Questions or need special accommodations?**

Call 928-778-6605

**Classes will be led by  
Michael Williams**

*With over 15 years of experience in  
industry and healthcare process  
improvement, is certified Black Belt  
Lean, Six Sigma and Design for Six  
Sigma.*

## FEBRUARY

### **Session I: Introduction to Process Improvement**

**2/15/18 @ 2pm-4pm**

Session I is designed to introduce the subjects of Process Improvement, Quality and Change management

Topics will include:

- Evolution of methodologies
- World of Six Sigma
  - Design for Six Sigma
  - Define, Measure, Analyze, Improve, Control (DMAIC)
  - Lean
  - Plan-Do-Check-Act (PDCA)
- Tools used in Process Improvement

## MARCH

### **Session II: Process Improvement Workout**

**3/22/18 @ 2pm-4pm** \*colleague registration opens after Feb. 15

**Attendee(s) from Session I may bring colleagues**  
(details announced at end of Session I)

Session II is designed to provide a hands-on experience to identify opportunities and develop action plans to address problems in an organization that may affect quality and operational effectiveness.