

Process Improvement & Quality Management Series

Process Improvement works to find issues in a system and use specific tools to solve and better a process or processes in those systems.

Location Better Business Bureau
 213 Grove Ave.
 Prescott, AZ 86301

Fees \$25 for Session I and Session II
 Session II: \$10 for each colleague invited for

[Registration for Session II opens after Feb 15. by invitation](#)

To Register & more info

yavapaiuw.org/center-for-nonprofit-excellence

Questions or need special accommodations?

Call 928-778-6605

Email admin@yavapaiuw.org

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

Attendee(s) from Session I may invite 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, with the help of the instructor.