

Improve Communication
Exceed Customer Expectations
Do More With Less

LeanSigma[®] Fundamentals for Information Technology

LeanSigma Fundamentals for Information Technology is a two-day introductory workshop for executive and operational leaders from information technology industries. It's designed to help participants understand how to leverage the power of LeanSigma within their own organizations to deliver unprecedented performance. Improve your customer/business perception of the value IT delivers while creating a culture of continuous improvement within your IT staff.

Guidon's LeanSigma Fundamentals workshop is an ideal starting point for organizations in the information technology industry interested in learning how to apply our unique fusion of Lean and Six Sigma methodologies to improve speed of delivery and quality of results in your business.

About Guidon

Guidon Performance Solutions pioneered the fusion of Lean and Six Sigma in the information technology sector to help organizations reduce waste, streamline processes, enhance productivity and improve the customer experience.



"To the unknowing eye, many business processes seem almost invisible. Guidon helps us see every step – so we can quickly evaluate and improve the entire process."

Jeff Ruiter, Director of Demand Management
Distribution, BPO Service Delivery US, EDS



LeanSigma® Fundamentals for Information Technology

How You Will Benefit

At our two-day LeanSigma Fundamentals for Information Technology workshop you will learn a concise overview of how and why LeanSigma methodologies are so effective in every area of technology delivery.

See how you can leverage the power of LeanSigma to yield these typical results:

- 50% reduction in the time it takes to deliver software
- Dramatically improve the customer experience as well as employee satisfaction levels
- 50% reduction in errors delivered to the customer
- Increase efficiencies and save money in ways that are often overlooked

What You Will Learn

- Basic concepts of LeanSigma and how to leverage them
- Provide an overview of the tools and methodology to streamline application development, accelerate implementations and manage IT operations more effectively
- The causes of IT project and implementation failures and how to avoid them
- How dramatic improvements in cycle time can be achieved in IT projects
- How to choose effective IT performance measurements
- How to engage the IT organization in process improvement

Who Should Attend

- IT Leaders & Managers
- Vice Presidents, Program & Project Managers, Directors of Continuous Improvement, Human Resources, Operations, and Quality
- Federal, state and local agencies linked to the IT department
- Policy-making staff and IT executives

Guidon's Promise

Guidon unconditionally guarantees your absolute satisfaction. If for any reason you are not satisfied with a Guidon workshop, we will refund 100% of your attendance fee.

Terms and Conditions

You will be invoiced for the workshop fees which are due in full prior to the start of the workshop. Fees include workshop materials, lunch and refreshments.

Cancellation Policy

Cancellations must be received in writing. Cancellations received within six to ten business days of the event will be subject to a 50% cancellation fee. Cancellations received within five business days of the event will be subject to a 100% cancellation fee. Guidon reserves the right to cancel any event where sufficient registration levels have not been met.

WORKSHOP AGENDA

DAY
1

Introduction and Expectations

Time-based Strategy
Reduce cycle-time and simultaneously improve service, cost and quality

LeanSigma® Execution
Principles and Methodology

Simulation
Experience the Current State

The Customer and Specifying Value
Express value from the customer's perspective and in terms of a specific service

Identifying the Value Stream
Mapping the value-added and non-value added steps involved in bringing a service to the customer

Establishing Flow
The continuous improvement of service and information throughout the entire process

Pull from the Customer
The process flow activated by customer demand that signals the need for a service

DAY
2

Continuation

Simulation
Apply and Develop the Future State

Simulation
Experience the Improvement

Continuously Improve, Eliminate Root Cause and Sustain Impact
Completely eliminate waste so that all tasks create value for the customer

Cultural Transformation
Creating the desired culture

Wrap-up

FEES

Visit GuidonPS.com for tuition information.

Register Today

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