

Eliminate Waste  
Satisfy Customers  
Drive Revenue

## LeanSigma® Fundamentals for Service

LeanSigma Fundamentals for Service is a two-day introductory workshop for executive and mid-level leaders from transactional, retail, government and other traditional service organizations. It is designed to help participants understand how to leverage the power of LeanSigma within their own organizations to deliver unprecedented performance.

Guidon's LeanSigma Fundamentals workshop is an ideal starting point for companies interested in learning how to apply our unique fusion of Lean and Six Sigma methodologies to improve customer satisfaction, enhance operational performance and increase sales and earnings.

### About Guidon

Guidon Performance Solutions pioneered the fusion of Lean and Six Sigma in the healthcare and service sectors to help reduce waste, streamline processes, enhance productivity and improve client satisfaction.



"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 Service

## How You Will Benefit

At our two-day LeanSigma Fundamentals for Service workshop you will learn to identify and eliminate the non-value adding activities that often take up as much as 90% of a typical process. Use hands-on simulations to learn how this occurs. Experience how action, teamwork and speed drive dramatic and immediate results.

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

- Cut end-to-end cycle time from days or weeks to hours
- Improve customer service levels to 95-99%
- Increase customer retention to 90% or more
- Grow productivity 15% or more per every year

## What You Will Learn

- About LeanSigma as a proven business strategy to quickly drive substantial improvement and efficiency across your service-oriented business
- Approaches to immediately enhance performance, cut costs and increase customer satisfaction
- How to get your transformation started using LeanSigma processes
- How to maintain momentum and rally your entire organization around your process improvement objectives

## Who Should Attend

- Senior Management Teams including C-Level officers and their staff
- Vice Presidents, General Managers, Directors of Continuous Improvement, Human Resources, Operations, and Quality

## Guidon's Promise

Guidon unconditionally guarantees your absolute satisfaction 100%. 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 even where sufficient registration levels have not been met.

## Register Today

2550 N. Thunderbird Circle, Suite 317, Mesa AZ 85215-1219  
OFFICE (866) 986-4414 | FAX (480) 357-6326 | WEB [GuidonPS.com](http://GuidonPS.com)

## 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](http://GuidonPS.com) for tuition information.