



## Lean Six Sigma Symposium

Institute of Industrial Engineers - Greater Detroit Chapter

*October 22, 2004, 8:30 am to 4:00 pm*

William Beaumont Hospital, Administrative Building Auditorium

3601 W. Thirteen Mile Road, Royal Oak, Michigan 48073-6769

Directions and parking information: <http://www.beaumonthospitals.com>

### Six Sigma Awareness

The Greater Detroit Chapter of the Institute of Industrial Engineers invites you to its 2<sup>nd</sup> annual symposium. Join us for a day with highly reputed and recognized experts on Six Sigma, Lean Manufacturing from the Manufacturing, Service and Healthcare industries and increase your awareness of Six Sigma techniques.

### Expose yourself to techniques in:

- Six Sigma
- Process Improvement with emphasis on
  - Productivity
  - Value Management
  - Lean Concepts

The presentations are designed to demonstrate practical applications that have generated tangible results and they will provide attendees knowledge about tools and techniques that can be implemented immediately in their organizations. The symposium is designed to benefit attendees of various experience levels.



### **Keynote Speaker**

#### **Steven Winokur MD**

Medical Director Quality Improvement, Associate Director of Medical Education, Chief Patient Safety Officer

William Beaumont Hospitals, Royal Oak, MI



#### ***Current state of health care operations and its future directions.***

**Abstract:** The current state of Healthcare operations and its future directions will be reviewed. Dr. Winokur will address why healthcare must adopt lean manufacturing techniques, and their relationship to healthcare reimbursement and clinical outcomes.

**Speakers:** Roger Howard MD; William Beaumont Hospitals Troy, Chuck DeBusk; GE Medical Systems Healthcare Services, Ron Crabtree; RSC Consulting, Kevin Yamada; Oakland University, Drew Algase; Freudenberg NOK, Bijay Nayak; American Axle and Manufacturing Inc., Christopher Quattrin; Barton Malow Company, Dr. Jayant Trewn and Jean Ann Larson; William Beaumont Hospitals Royal Oak.

**Plant tour:** Tour of William Beaumont Facilities – Royal Oak

## Lean Six Sigma Symposium Speakers

	<p><b>Mr. Drew Algase</b>, Six Sigma and Lean Systems Master Black Belt – Corporate Technology Group; Freudenberg NOK  <b>Title: Lean and Six Sigma in the Manufacturing Industry</b>  <b>Abstract:</b> Freudenberg NOK incorporates both Lean and Six-Sigma methodologies into its Product Development Process. This incorporation is called DFSS by many organizations. This presentation will focus on the front end of DFSS and show how understanding customer needs can give you a competitive advantage and achieve a "flawless launch" of a high value product that meets targets for performance, cost, and timing.</p>
	<p><b>Mr. Ron Crabtree</b>, CPIM, CRIM; RSC Consulting  <b>Title: Connecting the Dots Between the Camps. . . A Holistic View of a Common Sense Approach to Business Excellence Practices</b>  <b>Abstract:</b> As leaders and managers we are bombarded with a plethora of ‘programs’ the gurus promise will transform our businesses. Lean! Six Sigma! Theory of Constraints! Demand Flow Technology! The Learning Organization! Activity Based Costing! – And many others all clamor to ‘be the one’ that will fix all your problems. Learn a step-by-step method to engage your leadership team in a thoughtful process that examines the various ‘best practices’ available to choose for transforming your business.</p>
	<p><b>Mr. Charles DeBusk</b>, Certified Master Black Belt and a Registered Professional Engineer; GE Medical Systems  <b>Title: Lean Concepts in Healthcare Industry</b>  <b>Abstract:</b> Lean is a philosophy that focuses on value added work and on flow. Many of the operating units within the hospital also focus on flow – patient flow, but too often it is the lack of flow that concerns hospitals and patients alike. With only 5% to 15% of the activities typically performed by an operating unit classified as “value added”, there are many opportunities to apply Lean within the healthcare environment. This session will discuss: A brief overview of Lean in Healthcare, Use of Value Stream Maps to diagnosis opportunities, Case Studies showing the use of Lean in the Emergency Department, Surgery Scheduling, Diagnostic Testing and Discharge Processing, Importance of Change Management in conjunction with Lean</p>
	<p><b>Roger Howard MD</b>, Assistant Medical Director, William Beaumont Hospital, Troy, MI  <b>Title: Opportunities to implement Lean and Six Sigma techniques in healthcare services</b>  <b>Abstract:</b> An overview of the current state of healthcare, which includes an introduction to understanding hospital flow and the multiple sources of variation present within the acute care setting. Provides an explanation of the impact that variation has on a hospital's ability to provide safe, efficient, and timely care to the community. Concluding with a transition into the need to look to Six Sigma and Lean Techniques in helping resolve hospital challenges related to variation and process unreliability.</p>
	<p><b>Ms. Jean Ann Larson</b>, BSIE, MBA, CHE, FHIMSS, Chief Learning Officer, Hospital Administration, Beaumont University, William Beaumont Hospital, Troy, MI  <b>Title: Improving the Future of Healthcare through Industrial Engineering</b>  <b>Abstract:</b> Within the field of Industrial Engineering there are many fertile opportunities for changing healthcare delivery. Complex healthcare processes benefit from the discipline and process improvement techniques that industrial engineers, in collaboration with clinicians, are uniquely qualified to provide. Participants will explore and review how IE concepts and tools can specifically benefit healthcare as well as society as a whole.</p>
	<p><b>Dr. Bijay Nayak</b>, PhD, PEng, CPEng, CEM, CMfgE, AVS, FIEAust, Manager – Supplier Productivity; American Axle &amp; Manufacturing, Inc., MI; Executive Vice President &amp; Chapter Development, IIE Detroit Chapter  <b>Title: Value Management in Manufacturing Industry</b>  <b>Abstract:</b> Value Management (Value Engineering &amp; Value Analysis) is a powerful tool for cost avoidance and cost reduction at product design, manufacturing process and systems &amp; procedures stage for the current and future programs. The speaker will present an overview of the Value Management Methodology and its application in the manufacturing industry &amp; its supply base in order to combat the non-stop manufacturing cost reduction challenges.</p>
	<p><b>Mr. Christopher Quattrin</b>, VMP, CPE, Manager of Cost Engineering, Barton Malow Company  <b>Title: Value Management of Building and Building Systems in the Healthcare Industry</b>  <b>Abstract:</b> Value management is a powerful tool for developing a building program. This session will present a detailed definition of VM, its formal methodology, benefits in achieving optimal quality and cost, and application to building and building systems, particularly health facilities. Attendees will examine the statistical and decision models used to identify cost, function, and quality relationships of proposed designs, and how they are used to generate alternative solutions; among such tools are Pareto and quality models, FAST (Function Logic Diagram), weighted analysis, and life-cycle cost analysis. Using real-life examples, Mr. Quattrin will explain the best timing for applying analysis, and show how VM workshops help the team reach shared, optimal conclusions..</p>
	<p><b>Dr. Jayant Trewn</b>, Ph.D., MBA, ASQ Certified Six Sigma Black Belt, Management Engineering, William Beaumont Hospital, Royal Oak, MI; President of the Greater Detroit Chapter of Institute of Industrial Engineers  <b>Title: Translating Lean Six Sigma Strategies from Manufacturing to Healthcare</b>  <b>Abstract:</b> Healthcare institutions are looking at drawing from the successes of the manufacturing and service industries in performance improvements from the application of Six Sigma and lean techniques. Though lean transformation tools are applicable in healthcare, successful implementation needs an understanding of the differences in the three environments and an understanding of the behavior of the healthcare environment. This presentation compares manufacturing, service and healthcare processes.</p>
	<p><b>Mr. Kevin Yamada</b>, Executive Director, Pawley Institute, Oakland University  <b>Title: Lean in Non-Manufacturing Environment</b>  <b>Abstract:</b> Attendees will be provided with a basic understanding of lean from a historical perspective and from definitions associated with lean. The cultural aspect of lean will also be examined based upon common responses and attitudes of people. A short waste exercise will be conducted related to an activity that one would not normally consider applicable to lean. This presentation is intended to be interactive with participation from audience members that results in a change in their thinking about lean. Topics: What is Lean? - Brief History of lean, Definitions of lean, Definition of Value Added and Non-Value Added; Definition of 8 wastes; Why Change? - Forces of “Gravity”, Forces of “Inertia”, “Dead Horse” strategies; Waste exercise – audience participation.</p>

## Symposium Registration Form



Institute of Industrial Engineers, Greater Detroit Chapter #047

### Lean Six Sigma Symposium

October 22, 2004, 8:30 am to 4:00 pm  
William Beaumont Hospital, Administration Building Auditorium  
3601 W. Thirteen Mile Road, Royal Oak, MI 48073-6769

We will send confirmation of your Lean Six Sigma Symposium registration when we have received a completed registration form and full payment.

Title	<input type="text"/>	IIE Member #	<input type="text"/>
First Name	<input type="text"/>		
M. I.	<input type="text"/>	Company	<input type="text"/>
Last Name	<input type="text"/>		
Mailing Address	<input type="text"/>	Phone	<input type="text"/>
Address (cont.)	<input type="text"/>	Cell	<input type="text"/>
City	<input type="text"/>	FAX	<input type="text"/>
State/Province	<input type="text"/>		
Zip/Postal code	<input type="text"/>	E-mail	<input type="text"/>
Country	<input type="text"/>		

**Industry:** (check one)

- Health Care  
 Manufacturing  
 Service  
 Information Technology  
 Other: \_\_\_\_\_

**Cost:**

Non-member:  
IIE member:  
Student:

**Early Registration**

\$200  
\$ 80  
\$ 30

**After September 15th**

\$220  
\$100  
\$ 40

**Send Form and Payment to:**

Greater Detroit Chapter IIE  
PO box 4294  
Troy, MI 48099-4294

**IIE member number required for IIE member rate**

**Please make checks payable to Greater Detroit Chapter IIE**

Internal use only:

IIE	___	check#	_____	recvd:	_____
Student	___	Cash			
Full	___				

**Beaumont Employees** – Please Register on Pathlore.

