

REGISTRATION FORM

To register, complete this form and fax to 248.645.2428 by Friday, October 26, 2007

5th Annual Six Sigma Symposium
November 9, 2006
7:30 a.m. – 4:30 p.m.
Beaumont Hospital, Royal Oak

Name: _____

Company: _____

Title: _____

Telephone: _____

E-mail: _____

Registration Status: Standard, \$100.00

Student, \$25.00

Payment Method: Day of event: Check payable to "William Beaumont Hospital"

Day of event: Credit Card (Master Card or Visa)

Pre-pay: Master Card or Visa, provide information below

Cardholder Name: _____

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Beaumont Hospitals®

5TH ANNUAL LEAN SIX SIGMA SYMPOSIUM

November 9, 2007

7:30 a.m. – 4:30 p.m.

Beaumont Hospital, Royal Oak
Administration Building Auditorium
3601 W. Thirteen Mile Rd.
Royal Oak, MI 48073



Symposium sponsored by

Beaumont
University

WHO SHOULD ATTEND?

- Leaders who want to learn how Lean Six Sigma tools can be used to solve complex problems.
- Quality improvement and performance improvement professionals who want to learn more about Lean Six Sigma in healthcare and at Beaumont.

OBJECTIVES

- Understand how Lean Six Sigma can be used to solve complex business problems.
- Understand how use of Lean Six Sigma can help engage employees in creating and implementing improvements and new processes.

REGISTRATION

- Cost: \$100.00 Students: \$25.00

Registration includes all sessions, breakfast, and lunch.

- **Complete the registration form on the back page of this brochure and fax to 248.645.2428 by Friday, October 26, 2007.**

For more information or assistance with registration, please contact:

Wilma Wimmer
 Beaumont University
 248.645.2424
 wwimmer@beaumont-hospitals.com

SYMPOSIUM FACULTY

Conference Coordinators

- Jean Ann Larson, Chief Learning Officer
Beaumont Hospitals
- Kay Beauregard, Vice President
Beaumont, Royal Oak
- Derk Pronger, Administrative Director
Beaumont, Troy
- Jayant Trewn, PhD, Six Sigma Master Black Belt
Beaumont Hospitals

Morning Keynote and Common Sessions

- John Tower, DO, Med Director, Quality and Patient Safety, Beaumont, Troy
- Kristen Cavender, Director, Management Engineering, Beaumont, Troy
- Todd Sperl, Six Sigma Master Black Belt
St. John Health
- Jeff VandenBoom, Management Engineer
Henry Ford Health System

Afternoon Breakout Sessions

- James Bolton, Tech. Specialist
Global Value Management, TRW
- Brock Husby, Senior Performance Engineer
Premier Inc.
- Sue Kozlowksi, Six Sigma Black Belt
St. John Health
- Mary Brzezinski, Director, Beaumont, Royal Oak
- John Borza, TRIZ Basics, TRW
- Rick Gour, TRIZ Basics, TRW
- Galina Malkin, TRIZ Basics, Pretium LLC
- Sergey Malkin, TRIZ Basics, Pretium LLC
- Paula Derouin, Director of Clinical Quality and Safety,
Beaumont, Troy
- Mary Goulet Duck, Program & Operations Analysis
U of M Healthcare

SYMPOSIUM SCHEDULE OF SPEAKERS AND TOPICS

Morning Keynote and Common Sessions

Time	Location	Activity	Speaker/Presenter
7:30 - 8 a.m.	ABW Auditorium	Registration	
7:30 - 8 a.m.		Coffee/ Breakfast	
8 - 8:15 a.m.		Introduction to Symposium	Jean Ann Larson Victor Lloyd
8:15 - 9 a.m.		Keynote Address: Reliability and Sustainability of Healthcare Processes	Dr. John Tower
9 - 10 a.m.		Defining Healthcare Process Lifecycles: A systems approach using DFSS tools	Dr. Jayant Trewn Jean Ann Larson Kristen Cavender
10 - 10:15 a.m.		Morning break	
10:15 - 11:15 a.m.		Six Sigma Project Selection	Todd Sperl
11:15 a.m. - 12:15 p.m.		Managing Telephone Encounters Electronically	Jeff VandenBoom
12:15 - 1 p.m.	MQPM	Lunch Break	

Afternoon Breakout Sessions

Time	Classroom 1: Industry tools	Classroom 2: Value Stream Mapping	Classroom 3: Lean Awareness	Classroom 4: Applying QFD
1 - 2 p.m.	Leader: James Bolton Title: Value Management	Leader: Brock Husby Title: Avoiding Process Improvement Sub-Optimization – high impact process improvement in hospitals through a lean value stream focus	Workshop leader: Mary Brzezinski Workshop title: Lean Awareness – learn and feel lean concepts in a structured simulated session.	Workshop leader: Derk Pronger Facilitators: Paula Derouin Workshop title: Applying QFD to design healthcare services – learn to design services guided by the voice of the customer with a hands-on workshop.
2 - 3 p.m.	Leader: John Borza/ Rick Gour Title: TRIZ Basics	Leader: Sue Kozlowski Title: Value Stream Mapping in a clinical setting (ED)		
3 - 4 p.m.		Leader: Mary Goulet Duck Title: Visual Workplace – The 5S's of Lean		
4 - 4:30 p.m.	ABW Auditorium	Adjournment: How did we get here? Where from here?		Kay Beauregard