



Lean Six Sigma Value Management Symposium

Institute of Industrial Engineers - Greater Detroit Chapter

Friday, October 21, 2005, 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>

Lean, Six Sigma and Value Management Awareness

The Greater Detroit Chapter of the Institute of Industrial Engineers invites you to its 3rd annual symposium. Join us for a day with highly reputed and recognized experts on Lean Concepts, Six Sigma and Value Management from the Manufacturing, Service and Healthcare industries and increase your awareness of these performance excellence techniques.

Expose yourself to techniques in: Six Sigma and Process Improvement with emphasis on Lean Concepts, Variation Reduction and Value Management. The presentations and workshops 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

Dr. Vinod K. Sahney, Ph.D.

Senior Vice President

Henry Ford Health System, Detroit, MI

Chairman, Board of Directors

The Institute for Health Care Improvement (IHI)

Keynote Address: Improving The Reliability of Health Care.

Time	Activity	Speaker/Workshop Leader
08:30 to 09:00 AM	Registration and Networking – Continental Breakfast	Registration Committee
09:00 to 09:25 AM	Welcome and Introduction of Symposium	Dr. Bijay Nayak, IIE-GDC President
09:25 to 10:15 AM	Keynote Address (Presentation)	Dr. Vinod Sahney, Henry Ford Health Systems
10:25 to 11:15 AM	We are not alone : The Globalization of Healthcare (Presentation)	Debra Levantrosser, PMC
11:25 - 12:15 PM	Lean Concepts in Healthcare Industry (Presentation)	Charles DeBusk, GE Health Systems & Kate Bombach, St. John Health
12:15 - 12:45 PM	Lunch	
12:45 - 3:45 PM	Lean Concepts Workshop – Concurrent Track	Ron Crabtree, RSC Consulting
12:45 - 3:45 PM	Six Sigma Workshop – Concurrent Track	Dr. Jayant Trewn & Kristen Cavender, William Beaumont Hospitals
12:45 - 3:45 PM	Value Management Workshop– Concurrent Track	James Bolton, TRW Automotive & Christopher Quattrin, The Christman Company
3:50 - 4:00 PM	State of the IIE-GDC, Concluding Remarks & Thank You	Dr. Bijay Nayak, IIE-GDC President

Lean Six Sigma Value Management Symposium Speakers and Workshop Leaders



Ms. Debra S. Levantrosser, M.P.A., Consultant – PMC, Dearborn, MI

Presentation Title: We are not alone : The Globalization of Healthcare

Abstract: Globalization directly affects health care in the United States. The diversity of patient populations in most countries is increasing, medical personnel are becoming more diverse (although not at the rate as the patient population), local diseases become world health issues, health corporations are expanding overseas, expatriate assignments are increasing the need for worldwide quality health care and the international accessibility of products and services is increasing (e.g. patients in the U.S. elect to travel to less expensive countries such as Thailand or India for medical treatment and banned pharmaceuticals are available for purchase in other countries). This presentation will argue that globalization is a necessary focus in medical treatment in the 21st century and that the health care industry and government policies have not changed at the needed pace. Suggestions for success in the face of increasing globalization will be given.



Mr. Charles DeBusk, Certified Master Black Belt, Registered Professional Engineer; GE Medical Systems
Ms. Kate Bombach, Six Sigma Black Belt, St. John Providence Hospital

Presentation Title: Lean Concepts in Healthcare Industry

Abstract: Anyone who has been discharged from a hospital or waited for a loved one to be discharged knows that it is often a frustrating and time consuming process. There is a domino effect as well, since delays in discharge may cause incoming patients to be held for an extended time in Admitting, PACU or ED. Patient and family complaints at both ends of the hospital experience are often symptoms of a discharge process full of rework and delays. Lean, with its focus on elimination of non-value added work and flow is perfect for this process. This session will discuss:

Lean examples from several Healthcare facilities to demonstrate the current status of Lean in Healthcare

A case study to show the use of Lean techniques to improve the discharge process in 3 different hospitals

Importance of Change Management in conjunction with Lean



Mr. Ron Crabtree, CPIM, CRIM, President, RSC Consulting

Workshop Title: Key Lean Implementation Activities – the Risks and Pitfalls, and How to Avoid Them

Abstract: Thousands of businesses around the world have been jumping on the “lean” bandwagon over the last 20 years. Of late, we are seeing many medical and service organizations adopting lean practices as well. That’s the good news. The bad news is very few succeed in achieving the level of performance improvement we read about in the books. Why? Because they seldom understand the what, the why, and the how of the process.

This presentation explores several key aspects of successful lean implementation efforts, why so many companies fail, and more importantly, what the countermeasures are. In this 3 hour workshop, participants will be involved in an interactive experience, combining lecture and group exercises that are designed to personalize the concepts and arm the participants with insights to make an immediate difference.

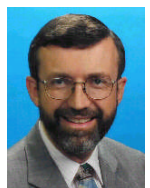


Dr. Jayant Trewn, Ph.D., MBA, CSSBB, CRE, Research Engineer, William Beaumont Hospital, Royal Oak, MI

Ms. Kristen Cavender, BS, Management Engineering Coordinator, William Beaumont Hospital, Troy, MI

Workshop Title: Workshop on Six Sigma variation analysis Tools and Techniques

Abstract: Six Sigma variation reduction tools are a set of time tested statistical techniques that help to identify sources of variation in manufacturing and service processes and help to partition and quantify the variation effects. These variation partitioning and quantification results lead Six Sigma practitioners to variation reduction solutions. Attendees will be exposed to various variation analysis techniques such as 6 Sigma metric, process variation, Process Capability, T-tests, DOE and Regression analysis. The use of these variation analysis tools and interpretation of results will be explained by conducting experiments in the workshop and analyzing the data.



Mr. James D. Bolton, P.E., CVS, Value Management Specialist, TRW Automotive in Washington, MI

Mr. Christopher Quattrin, VMP, CPE, Manager of Value Analysis, The Christman Company

Workshop Title: Value Management of Building and Systems in the Healthcare Industry

Abstract: Value Management is a powerful team decision-making approach for achieving consensus on an optimal balance of quality, cost, and function during a building program design process. This session will provide an overview of the practice of VM as it relates to the facilities and physical environment in the health care industry. Participants will explore a variety of VM analysis and decision tools that can be used to assess and compare the quality, cost, and functionality of proposed designs. Illustrative case studies of facilitated VM workshops using Pareto, Quality Models, FAST (Function Logic Diagram), Choosing by Advantages, and Life Cycle Cost Analysis to demonstrate the impact of the process on the team decision process and solution outcomes. A mock VM workshop will be conducted with participants to demonstrate the VM approach to optimizing quality, cost, and function in health care construction and renovation. The mock workshop will employ selective pieces of the SAVE Value Methodology job plan.



Symposium Registration Form



Institute of Industrial Engineers, Greater Detroit Chapter #047

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 William Beaumont Hospital, Administration Building Auditorium
 3601 W. Thirteen Mile Road, Royal Oak, MI 48073-6769

You will receive a confirmation of your Lean Six Sigma and Value Management Symposium registration when we have received a completed registration form and full payment.

<i>IIE Member</i> <input type="checkbox"/> Yes <input type="checkbox"/> No		<i>IIE Member #</i> <input style="width: 100px;" type="text"/>	
<i>First Name</i> <input style="width: 250px;" type="text"/>		<i>Mr/Ms/Mrs/Dr/MD.</i> <input style="width: 50px;" type="text"/>	
<i>M. I.</i> <input style="width: 30px;" type="text"/>	<i>Job Title</i> <input style="width: 450px;" type="text"/>		
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Send Form and Payment to: Institute of Industrial Engineers Detroit Chapter PO box 4294 Troy, MI 48099-4294	Cost:	Early Registration	After September 30th	
		Non-member:	\$225	\$250
		IIE member:	\$100	\$125
		Student (Full time):	\$ 50	\$ 75

Please make checks payable to IIE Detroit Chapter IIE member number required for IIE member rate

Beaumont Employees – Please Register on Pathlore.

Industry: (check one) <input type="checkbox"/> Health Care <input type="checkbox"/> Service <input type="checkbox"/> Manufacturing <input type="checkbox"/> Information Technology <input type="checkbox"/> Other: _____	Workshops you plan to attend (Check only one) <input type="checkbox"/> Lean Concepts <input type="checkbox"/> Six Sigma <input type="checkbox"/> Value Management
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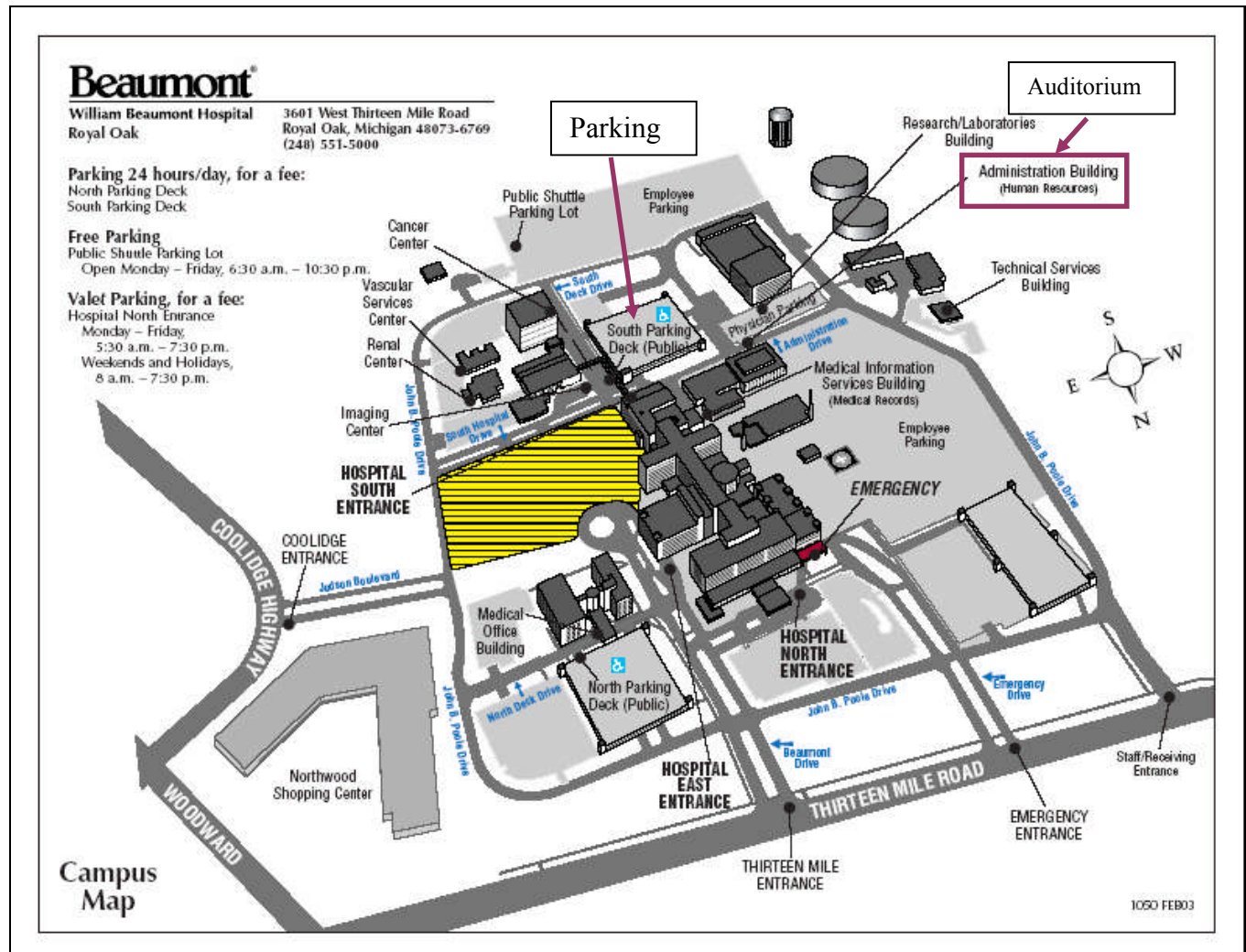
Directions and Parking

Directions: FROM THE WEST: I-696 East to Southfield Road exit. North on Southfield Road to Thirteen Mile Road. Right (east) on Thirteen Mile Road for about two miles. Beaumont, Royal Oak campus will be on the right.

FROM THE SOUTH: Southfield Freeway (M-39) north to Southfield Road. Continue to Thirteen Mile Road. Right (east) on Thirteen Mile Road for about two miles. Beaumont, Royal Oak campus will be on the right.

FROM THE EAST: I-696 West to Greenfield Road exit. North on Greenfield Road to Thirteen Mile Road. Right (east) on Thirteen Mile Road for about 1/2 mile. Beaumont, Royal Oak campus will be on the right.

FROM THE NORTH: I-75 South to Square Lake Road exit. Follow signs to Square Lake Road. Take Square Lake Road west to southbound Woodward Avenue. Follow Woodward Avenue south to Thirteen Mile Road. Right (west) on Thirteen Mile Road. Beaumont, Royal Oak campus is on the left (just pass the Northwood Shopping Center).



For more information: Leave a message at the IIE Voice Mail at (313)-438-0205 or send an e-mail to programs@iiedetroit.org.

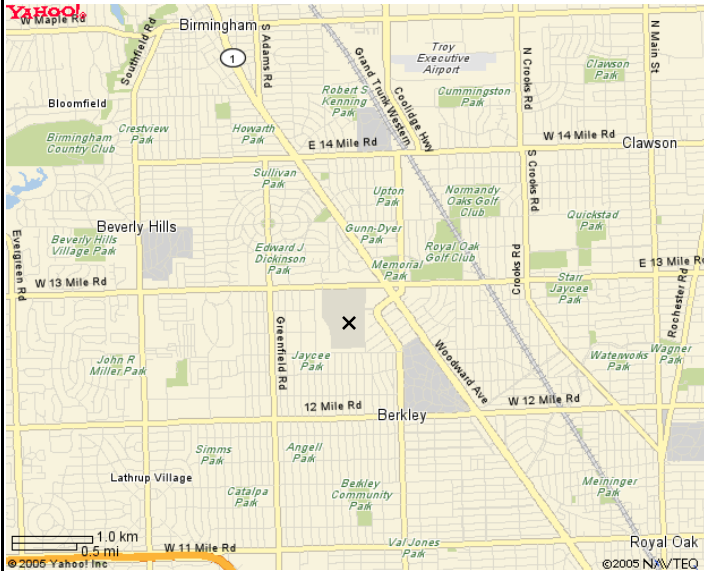
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Visit the Greater Detroit IIE Website at www.iiedetroit.org and checkout the membership benefits and view a list of activities, programs and opportunities to serve as a Board officer. For more information send an e-mail to the Chapter President at bnayak@msn.com.

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