



invites you to

AQN's Tools-to-Action Workshop

Thursday, September 25, 2008

UNM Continuing Education – Room C, 1634 University Blvd NE

Registration: 7 a.m. • Workshop: 7:45 – 11:45 a.m.

Members: \$35 per person

Non-Members: \$65 per person

To register call (505) 856-5147 or fax registration form to (505) 856-0104. Registration closes on Monday, Sept. 22 at 4 p.m.

WORKSHOP AGENDA

- 7:00–7:45 a.m. – Registration, Breakfast & Networking
- 7:45–7:55 a.m. – Welcome and Introduction
- 8:00–9:45 a.m. – Concurrent Session I
- 9:45–10:00 a.m. – Refreshment Break – Book Table
- 10:00–11:45 a.m. – Concurrent Session II

This workshop provides practical “Tools to Action” skills to begin using immediately! You may choose two of the following three sessions:

Workshop A – Kaizen: Small Steps to Rapid Improvement

Get hands-on experience in how to improve processes rapidly, making change happen right now using the art of Kaizen. Lessons learned are applicable across all industries.

Rick Sherwood, Master Black Belt, Sandia National Laboratories

Workshop B – Leadership Intervention: Bad Habits to Healthy Business

This workshop will teach business leaders how to inspire their workforce to perform at high levels and experience high levels of fulfillment, putting the vision into action.

Sean Allen, CEO, Culture Stick

Workshop C – Poka-Yoke: Mistake Proofing

This workshop will provide a mistake proofing process of drilling down to process root causes to develop a permanent solution of error prevention.

Clark Carboneau, MBA, Lean Six Sigma Black Belt, Presbyterian Health System

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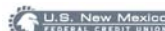
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Presenter Information

Workshop A **Kaizen: Small Steps** **to Rapid Improvement**

Would you like to rapidly improve your business in small, simple steps? Kaizen is the art of making things easier by taking them apart, studying it and making improvements through the elimination of waste. In this seminar participants will get hands on experience on how to improve processes rapidly, making change happen right now. The lessons learned can be applied to all industries whether you're building airplanes, processing purchase orders, handling patients or filing insurance claims.

Rick Sherwood

Rick is a certified Master Black Belt for Sandia National Laboratories where he conducts continuous improvement activities across the labs. As a master black belt his key responsibility is the continuous improvement of laboratory performance. This is accomplished through the use of various structured improvement activities as well as the training and mentoring of green belts and black belts. Rick works with all levels of management to help set strategic direction, identify opportunities for improvement and develop meaningful metrics. He also works with the continuous improvement community to help standardize and improve methodologies, training and communication regarding Lean/ Six Sigma. Rick has a master's degree in management information systems and is an ASQ certified quality engineer.

Workshop B **Leadership Intervention:** **Bad Habits to Healthy Business**

This workshop is for Leaders who want to inspire their workforce. It is for Leaders who need all people in their organization to perform at high levels experiencing high levels of fulfillment. This workshop will help the business Leader put the vision into action.

Learning Objectives:

- Healthy Performance with High Fulfillment
- Change Engineering
- Phases and Experiences of Growth in Business

Sean Allen

As CEO of Culture Stick, Sean has more than 15 years of HR and Organizational Development consulting experience. As a "Culture Engineer" Sean has worked for major corporations, including such companies as Horseshoe Casino & Hotels, Stillwater Mining Company, Phelps Dodge Mining Company, ALCOA, Lockheed Martin, and Sandia National Laboratories and many others. His areas of expertise include Executive and Management Coaching, Performance Management, Culture Changes and Leadership Development. Prior to focusing in Culture and the coaching arena, Sean served seven years at Southwest Airlines where he honed his skills as a Senior Leader, Customer Service Instructor and building robust cultures that drive performance with fulfillment. Serving active duty in the US Air force as a non-commissioned officer; Sean spent his time primarily in training and development positions working with Air National Guard and other services in training for deployment. In addition, Sean is a certified Green Belt in Lean/Six Sigma, an Executive Coach, and a business owner.

Workshop C **Poka-Yoke:** **Mistake Proofing**

POKA-YOKE is the Japanese term for inadvertent mistakes – to avoid, i.e., mistake proofing. The presentation will explain the concept, provide examples from health care and industry, and provide a mistake proofing process of drilling down to process root causes to develop a permanent solution of error prevention.

Clark Carboneau

Clark Carboneau is a Lean Six Sigma Blackbelt with Presbyterian Health System. Clark has been a director of quality in healthcare since 1994. Prior to healthcare Clark was an Industrial Engineer in the defense industry. Clark earned his Deming Scholars MBA degree from Fordham University in NYC. He has been a member of ASQ since 1994, a senior member of ASQ since 1998, and an ASQ certified Quality Manager since 1998.

