

lean6sigma Leadership eLearning

Do you have the strategies in place to accelerate quality and achieve business results?

A blend of two proven methods, Lean and Six Sigma, the lean6sigma Leadership Series provides a proven, powerful management system to create true customer value, deliver sustainable results, achieve product and service excellence, and generate positive momentum.

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Each of these eLearning seminars brings a leading expert in the field right to your desktop.

Customer Value: Focusing on the Customer

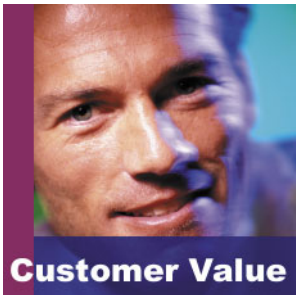
The first in a series of lean6sigma Leadership eLearning seminars, Customer Value provides strategies to align your organization's value stream with customer needs and desires. Understand how today's customers think and design the necessary steps to ensure that your organization is building a lock on customer loyalty. Accelerate business performance using lean6sigma Customer Value to:

- Deliver exquisite customer care.
- Create value at moments of truth.
- Manage the total customer experience.
- Turn your customers into advocates.

Lean Process: Creating a Lean Enterprise

The second in a series of lean6sigma Leadership eLearning seminars, Lean Thinking provides the framework to determine who really sustains your organization and the tools to build an organization that creates value for your customers. Use proven tools and methods to identify wasteful activity and improve processes to accelerate the flow of value, resulting in a business system that increases customer loyalty and delivers sustainable results. Accelerate business performance using lean6sigma Lean Thinking to:

- Focus on value.
- Understand the customer viewpoint.
- Generate enthusiasm for improved results.
- Utilize time as a competitive weapon.
- Recognize people are the grand enabler.



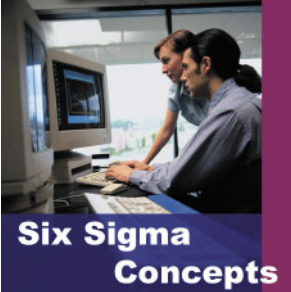
LEARN FROM THE EXPERTS—ON YOUR TIME, AT YOUR PACE!

www.lean-6-sigma.com

Compelling Strategic Change

The lean6sigma Leadership Series unites the three C's of business performance improvement - customer, capability, and culture – into a business model to drive change in your organization and dramatically enhance financial results.

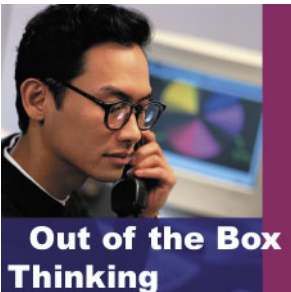
Six Sigma Concepts: Implementing Six Sigma



The third in a series of lean6sigma Leadership eLearning seminars, Six Sigma Concepts broadens the framework of Six Sigma beyond typical mathematical and statistical methods and focuses on breakthrough improvement to beat the competition. Six Sigma Concepts provides proven methods and tools to enable your organization to positively impact the customer, improve internal capability and financial results, and create a mindset of improvement everywhere. Accelerate business performance using lean6sigma Six Sigma Concepts to:

- Provide a better product or service.
- Understand the power of process.
- Eliminate the enemy – variation.
- Utilize an effective set of improvement tools.
- Deliver results on Critical to Customer measures.

Out of the Box Thinking: Preparing for Change



The fourth in a series of leadership eLearning seminars, Out of the Box Thinking prepares your organization for change to ensure a successful lean6sigma implementation. Challenge your assumptions with strategies for understanding mental models, generating ideas, mistake proofing, and pursuing perfection. Accelerate business performance using lean6sigma Out of the Box Thinking to:

- Understand and utilize applied creativity.
- Enhance productivity.
- Define and create breakthroughs.
- Put ideas into action.

Get Started Now!

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| • Leadership Series | ISBN 0-7400-4032-4 |
| • Customer Value | ISBN 0-7400-4028-6 |
| • Lean Process | ISBN 0-7400-4029-4 |
| • Six Sigma Concepts | ISBN 0-7400-4030-8 |
| • Out of the Box Thinking | ISBN 0-7400-4031-6 |

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