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What Do I Fix First? Filtering Down to the Vital Few

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UNM Continuing Education
1634 University Blvd NE

\$20 Non-members
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Networking & Registration:
7:00am–7:30am

Seminar: 7:30am–9:00am

Please register by 4 pm on 5/22/06 calling 341-6381 or online at www.aqnetwork.org

SEMINAR

They are common questions: "We know we need to improve – where and what can we change to make a difference?" "How will we know that what we're about to change is the right action?" "How will we prove the changes made a real difference?" In this seminar TK will address these questions – and how to monitor for sustained improvement - referring to the Six Sigma DMAIC methodology as a roadmap. Being able to answer these questions will save you time by reducing the number of PDSA (or try-and-see) cycles and enhance the opportunity of getting approval and resources to make the changes.

In this seminar you will learn:

- How using the Define-Measure-Analyze-Improve-Control structure enables systematic narrowing down and identifying key factor improvement – and – how to sustain the improvement
- How to go beyond the 5-whys, brainstorming, and other tools to identify the vital factors that have the biggest impact on your process
- How measurement systems and operational definitions can impact an improvement effort

PRESENTER

Tracie K. O'Geary (also known as TK) has over seventeen years of consulting and operational experience in Process Improvement, Process Redesign, and Business Process Management. Her experience spans a variety of industries including the military, State and Local Government, education, and healthcare - always driving improvement and change efforts. TK is a Six Sigma Black Belt and, in addition to working on Six Sigma projects, has delivered Six Sigma training around the world. She has also taught Process and Quality Management classes at the University of Phoenix. TK has several Quality New Mexico examiner 'notches' in her belt (usually serving as the Category Six lead with disciplined joy). She recently signed on with Presbyterian Health Plan as the Director of Process Excellence where she is responsible for leading and directing Business Process Management and Improvement activities in order to improve customer service and operational efficiency. In her spare time, she drives her family crazy by analyzing processes and charting her steps walked per day on a control chart.

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