

21 B - Beyond Lean Six Sigma

Presenter

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Session Summary

This session provides an overview of the advanced tools and techniques you can adapt to generate success in the areas of innovation, improvement, leadership and metrics. During the session, you learn how Lean and Six Sigma techniques are implemented to improve quality and customer satisfaction, as well as reduce cycle time, cost, inventory, and waste.

To compete in today's marketplace, employees must work on what their customer's value. To accomplish this, organizations need to implement a system that replaces reactive activities with proactive or preventive activities. This requires specific skill sets.

Effective and appropriate skills help create and sustain organizational values, direction, customer focus, and robust processes. These are the skills that promote performance excellence. It is critical to understand what skills are needed, as well as learn how to acquire these skills.

About the Presenter - Jay P. Patel

Jay P. Patel is CEO of Quality & Productivity Solutions, an international consulting and training firm specializing in Six Sigma, Quality Systems, Lean, Project Management, Supply Chain and Business Improvements. He has more than 25 years of experience in management and quality, and has held wide-ranging positions including Plant Manager, Corporate Director of Quality, Program Manager, as well as consulting assignments at many reputed companies. Jay has 10 ASQ certifications including Certified Six Sigma Black Belt. He has taught Black Belt, Master Black Belt and Design for Six Sigma, Lean Certifications, and ISO Auditor Certifications. His academic credentials include Bachelor and Master Degrees in Engineering, as well as an MBA. Jay is a RAB-Quality System Lead Assessor, and has served at local and regional levels for the Project Management Institute, the Institute of Industrial Engineers, and the American Society for Quality. He is also the recipient of numerous industry awards. In addition, Jay is an ASQ fellow, was ASQ Worcester Section Chair, and is currently Chairman of the North East Quality Council (NEQC) and Conference vice Chair, as well as the recipient of the NEQC's prestigious R. Shaw award.