



NEW CONCEPTS MANAGEMENT SOLUTIONS, LLC

Process Management: *“Using Data and Statistics for Measurement, Analysis and Improvement”*

In classrooms to planning rooms, in medical centers, in supply and transportation, in accounting and contract management, on manufacturing and repair center floors, and in safety offices and program offices; organizations around the world are using continuous process improvement as their strategy to bring about dramatic changes in their operations. The reduction of process variability is the key to process improvement --- which lowers costs and increase customer satisfaction.

Workshop Content

This two-day interactive workshop will lead participants step-by-step through data collection and provide insight into which charts or graphs might best portray that data for presentation and analysis. The workshop introduces *basic* concepts (i.e. variation, normal distribution, random sampling, and probability) that are the building blocks of statistics for process control. Participants will see how performance metrics and statistical process control (SPC) charts are created and learn *basic* interpretation.

Who Should Attend

Managers, supervisors, team members, and quality assurance evaluators who are involved in, or responsible for, measuring performance criteria, developing and presenting metrics, and controlling / improving processes.

Prerequisites

A desire and commitment to implementing continuous process improvements within your organization.

Workshop Goals

- Understand data, statistics, and problem solving; and the vital roles all play in process improvement
- Learn how to use data and statistics to reduce cycle time
- Obtain insight into the development of effective performance metrics and their relationship to internal controls.

Cost

\$595.00 per attendee
(Discounted Group Rates)

**“Using Data and Statistics for
Measurement, Analysis, and Improvement”**

2-Day Training Event

{8:30am - 4:00pm}

For Additional Information: 937-233-4552

Registration Form

Please print or type. Copy this form for additional registrations.

Name: _____ Title: _____

Organization/Company: _____

Address: _____ City/State/Zip: _____

Phone: _____ Fax: _____ Email: _____

PAYMENT OPTIONS:

Enclosed is my check for **\$595.00** payable to New Concepts Mgmt. Solutions.

Charge my Visa Mastercard American Express

Card # _____ Exp. Date: _____

Name on Card (please print): _____

Cancellation Policy: Registrations may be transferred to another colleague without charge. To be considered for a refund, we must receive notification of cancellation in writing no later than 10 days prior to the event. There is no charge for cancellations made 10 days before the event. Cancellations within 3 to 10 days of the event are subject to a full registration fee credit which will be held on account for up to six months for use at a future workshop. No refunds or credit will be issued for cancellations within 2 days or less of the event.

Mail Payment To: 4756 Fishburg Road Dayton, OH 45424

Phone: (937) 233-4552

Email: dstevens@ncm-solutions.com