



# Six Sigma Yellow Belt

Training & Certification  
for Healthcare Professionals

October 20-21, 2010  
8 AM to 4 PM

Hyatt Regency Grand Cypress  
One Grand Cypress Blvd  
Orlando, Florida 32836  
800-233-1234

Six Sigma is a proven methodology for rooting out sources of error in your process. If your operation requires numerous inspection steps – if it is plagued by high defect rates, inconsistent results, or extensive rework – Six Sigma is your tool for turning that around.

Once you are certified as a Six Sigma Yellow Belt, you will be able to conduct projects that improve your healthcare organization's accuracy and consistency.

## ▼ This two-day session covers all the essentials for conducting a full project

While it can take weeks to master the advanced statistical tools of Six Sigma, you can learn the frequently used essentials in two days. For this small-group session, you will be asked to bring an actual quality issue that concerns your institution. As you learn the basics of Six Sigma, you will practice applying them to your real-life issue.

Upon completion of this course, you will emerge with a well-defined problem statement and project charter. You will have a concrete plan for collecting the necessary data. And you will know what Six Sigma steps to take to create a lasting solution.

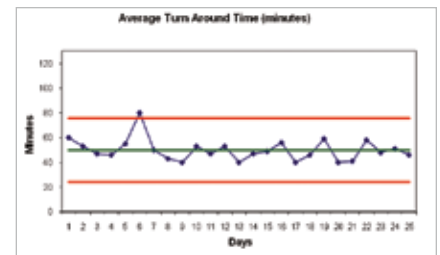
In addition, you will be equipped with ValuMetrix® Services provided tools to help you conduct your current and future projects. Your course instructor will remain available via telephone and e-mail for follow-up consultations.

### Learning Objectives

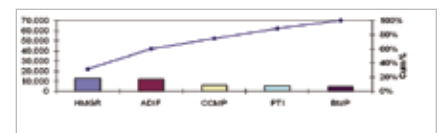
Upon completion of this training, participants will be able to:

- Identify when and where it is appropriate to use Six Sigma methodology
- Explain and employ each step of the DMAI<sup>2</sup>C methodology
- Use the provided statistical tools to conduct a Six Sigma project in their organization

Participants who successfully complete this course will receive Six Sigma Yellow Belt certification.



Is it a true defect, or simply day-to-day variation? This Control Chart, created from ValuMetrix® provided tools, helps identify true outliers.



In which tests are the most defects occurring? This Pareto Chart helps you prioritize problem areas.

### Enroll today!

Complete the enclosed enrollment form, or visit [ValuMetrixEvents.com](http://ValuMetrixEvents.com) to enroll online.

How can Yellow Belt training achieve in two days what other courses take weeks to accomplish?

We focus on the essentials that most Six Sigma projects require.

It takes weeks of training to become certified as a Six Sigma Green Belt or Black Belt. How can ValuMetrix prepare you to conduct a project in just two days?

**By applying the 80/20 rule.**

Experience has shown us that most Six Sigma projects in healthcare employ a specific set of techniques and tools. Our Six Sigma experts have developed a two-day course to focus on these essentials.

We cover every step of the DMAI<sup>2</sup>C process, but concentrate on aspects typically encountered in a healthcare setting. For example, we omit regression analysis, primarily used to determine the linear relationship between variables. Since regulations often limit the number of variables a healthcare operation can modify, we omit some advanced aspects of experiment design. We substitute proprietary spreadsheets for high-end statistical software.

The result is affordable training your staff members can take with minimal disruption. Yet they come back fully equipped to tackle the quality issues you are most likely to experience.

“Great pace of reviewing key learnings throughout the process. The instructors sought to ensure all participants had understanding.”

“Instructors expertise was amazing!”

“Very informative & provides a roadmap to begin to address issues regarding variability in a health care setting.”

#### FEATURED FACULTY MEMBER



**Norka Saldaña, PhD**  
Six Sigma Black Belt

With more than 18 years of management and leadership experience in business and academia, Norka is a certified Six Sigma Master Black Belt. She was a member of the Johnson & Johnson worldwide team that developed an innovative Lean Training curriculum. As a Process Excellence trainer, she has developed and delivered online training for Lean, Six Sigma, project sponsorship, and analytical methods.

## Course Outline

Six Sigma employs a five-step process called DMAI<sup>2</sup>C (Define, Measure, Analyze, Innovate & Improve, and Control).

#### Six Sigma Overview

- Definition of Six Sigma
- Definition of a defect
- Six sigma methodology (DMAI<sup>2</sup>C)
- Causal thinking
- The funneling effect

#### Define Phase

- Project selection
- Project charter
- SIPOC
- VOC
- CTQ tree
- Stakeholder analysis

#### Measure Phase

- Types of data
- Data collection plan and forms
- Basic statistics
- FMEA
- Types of variation
- Time series plot
- Control charts
- Frequency plots
- Scatter plots
- Process sigma

#### Analyze Phase

- Stratified frequency plots
- Scatter plots
- Flowcharts
- Cause-and-effect diagram
- Pareto charts

#### Innovate and Improve Phase

- People involvement matrix
- Generating solution ideas
- Cost benefit analysis
- Effort vs. impact plot
- Making a decision
- Pilot
- Implementing solutions

#### Control Phase

- PDCA cycle
- QC process chart
- Validation
- Process standardization
- Training
- Before and after
- Closure

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Training & Certification  
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Orlando, Florida  
Wednesday, October 20 &  
Thursday, October 21, 2010

## Registration Fees

### Early Bird Discount

Register by August 31, 2010  
and save 30% per person  
**\$1,050 per person**

### Standard Registration

After August 31, 2010  
**\$1,500 per person**

### GROUP DISCOUNT

A \$150 discount per person is available  
for groups of two or more people from  
the same organization registering  
together. We ask that all forms be  
submitted together.

## General Information

**Cancellation Policy:** Cancellations  
made less than 5 business days prior  
to the program start date are subject  
to a \$150 cancellation fee.

### Contact:

Mary Lombard  
Registration Coordinator  
1-732-648-1184  
Email: mlombar@its.jnj.com

### Hotel Reservations:

A limited number of rooms have been  
reserved at the Hyatt Regency Grand  
Cypress - Orlando. *A special rate of  
\$149 will be offered until Oct. 4, 2010.*

To receive this rate, contact the hotel  
directly at 800-233-1234 and ask for  
the Ortho Clinical Diagnostics rate.  
The rooms are held for the nights of  
Oct. 19-20 and are available on a first-  
come, first-serve basis.

Ortho Clinical Diagnostics  
a *Johnson & Johnson* company

## Enroll early for the best rates

Tuition includes breakfast and lunch for each of the two full-day sessions,  
plus course materials and tools.

**Act Now! Registrations accepted in the order received. Space is limited.**

Please print in ink or type (copy form for additional registrants)

### REGISTRANT 1

Name \_\_\_\_\_  
Title \_\_\_\_\_  
Organization \_\_\_\_\_  
Street Address \_\_\_\_\_  
\_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
Phone \_\_\_\_\_ Fax \_\_\_\_\_  
e-mail \_\_\_\_\_

### REGISTRANT 2

Name \_\_\_\_\_  
Title \_\_\_\_\_  
Organization \_\_\_\_\_  
Street Address \_\_\_\_\_  
\_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
Phone \_\_\_\_\_ Fax \_\_\_\_\_  
e-mail \_\_\_\_\_

## ValuMetrix® University Course Registration

Six Sigma Yellow Belt (October 20 & 21, 2010)

Registration Category	Quantity	Rate	Extended
Early Bird: By August 31, 2010		x \$ 1050 =	
Standard Registration: After August 31, 2010		x \$ 1500 =	
Subtotal:			
Group Discount (for groups of 2 or more)		-	
Subtract \$150 per attendee		x \$ 150 =	( )
Total:			

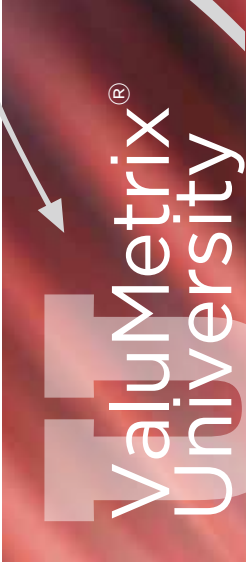
## Payment

- Check: Mail payment to: Ortho Clinical Diagnostics Inc.  
9706 Royal Colony Drive, Waxhaw, NC 28173  
Attention: Mary Lombard
- Credit Card: To pay by credit card please enroll online: [ValuMetrixEvents.com](http://ValuMetrixEvents.com)
- Please invoice institution. Purchase Order #: \_\_\_\_\_

**Fax to 832-747-6790**

**Final Registration Deadline  
September 30, 2010**

Space is limited.  
Register early and save!



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1001 US Route 202, Raritan, NJ 08869-0606

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## Training & Certification

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Register online at  
[ValuMetrixEvents.com](http://ValuMetrixEvents.com)

Early Bird  
Discount:  
30% off when you  
register by  
August 31st