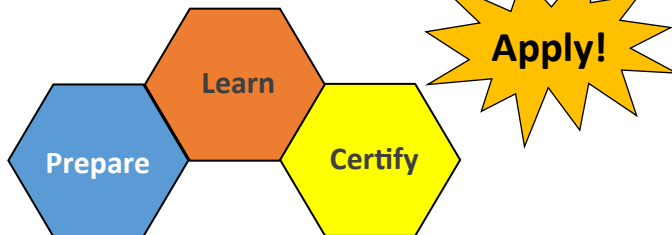


# LEAN SIX SIGMA

## YELLOW BELT CERTIFICATION WORKSHOP

- Take the first step in your Lean Six Sigma journey.
- Discover proven techniques and practical tools to build your problem-solving / analytical skills.
- Maximize your learning experience with pre-training Preparation, Training, Certification, and electronic tools & templates.

1 day of in-class, hands-on training to build your skills.



Identify your project prior to training using our "Pain Point" process.

Take the Lean Six Sigma Yellow Belt certification exam.

### WHEN:

Friday  
October 6, 2017

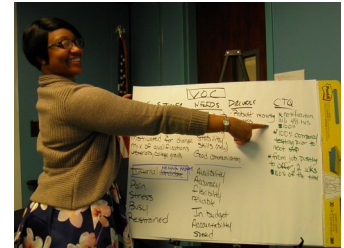
### WHERE:

Birch Communications  
320 Interstate North Pkwy.  
Atlanta, GA 30339

### HOSTED BY:



Communications. Connectivity. Commitment



### PRESENTED BY



RIVERWOOD  
ASSOCIATES

### REGISTRATION

\$450 Registration

Includes light breakfast and lunch.

[CLICK TO REGISTER](#)

[tinyurl.com/YB-OCT2017](http://tinyurl.com/YB-OCT2017)

#### Questions?

Contact: Peter Sherman  
678.595.7942

[peter@riverwoodassociates.com](mailto:peter@riverwoodassociates.com)

[www.riverwoodassociates.com](http://www.riverwoodassociates.com)

## About This Event

Discover what World Class organizations such as Allied Signal, Bank of America, The Coca-Cola Company, Caterpillar, General Electric, McKesson, Motorola, Toyota and Virginia Mason Clinic already know: **Lean Six Sigma can significantly improve your bottom line and customer experience.**

## Learning Objectives

This one-day introductory course is designed to give participants an overview of Lean Six Sigma principles and methodology. Participants will learn the key components of the **DMAIC (DEFINE-MEASURE-ANALYZE-IMPROVE-CONTROL)** framework to become more effective problem solvers, critical thinkers and better decisions makers. Individual and team exercises to reinforce key concepts.

## Course Highlights

- Lean Six Sigma Methodology
- DMAIC Framework
- 8 Wastes in the Office, Manufacturing, IT, and Healthcare
- Value Add vs. Non-Value Add
- Push vs. Pull flow
- Variation
- Voice of the Customer
- SIPOC Diagram / Value Stream
- Process Mapping
- Lean and Six Sigma Performance Metrics
- Root Cause Analysis Tools
- Improvement techniques (Checklists, Poka-yoke, Visual Management, 5S, Kanban)
- Control Charts

Participants will be given an end-of-course, open book examination. Each attendee that scores **80% or higher** will receive a Lean Six Sigma Yellow Belt Certification of Completion. All attendees should bring a notepad and a basic calculator.



We are proud to partner with **Birch Communications** — a technology leader based in Atlanta.

Birch is a leading technology service provider to small, mid-sized, enterprise and wholesale

businesses. We meet the needs of business customers that are underserved by other providers by offering a diverse portfolio of integrated technology solutions coupled with a relentless focus on customer service. Our mission is to provide high-quality, reliable communications, broadband, cloud and IT services to business customers at the best possible value while giving each of our clients the personal attention they deserve.



**Riverwood Associates** is your Georgia-based leader in Lean Six Sigma certification training and process improvement consulting.

[www.riverwoodassociates.com](http://www.riverwoodassociates.com)

## About the Facilitator



**Peter J. Sherman**  
Managing Partner  
Riverwood Associates

**Peter Sherman** brings more than 20 years experience successfully leading process improvement programs. Peter is a Certified Lean Six Sigma Master Black Belt, ASQ Certified Quality Engineer, and APICS Certified Supply Chain Professional.

From 2010-14, Peter served as Director of Process Excellence for Cbeyond Communications, a publicly-traded, \$500M revenue telecommunications provider, based in Atlanta, GA. Previously, Peter was a Master Black Belt with AT&T's Product Development Group for 10 years.

Peter began his career in Japan as a visiting M.I.T. Scholar in 1986-87. There he worked with Dr. Edwards Deming, the noted American Quality expert and learned Japanese quality practices, including the Toyota Production System and Kaizen. Peter served as Lead Instructor at Emory University's Six Sigma Program in Atlanta from 2008 -11. He also served on the iSixSigma Editorial Advisory Board from 2010—2011. Peter has authored more than 50 articles on Lean, Six Sigma and quality.

Peter holds a B.S. in Building Construction from the University of Florida, a Master's in Civil Engineering from M.I.T. and an MBA from Georgia State University. He is a member of APICS and Senior Member of the ASQ.

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