

## **“Lean Six Sigma for Connecticut” Facilitated by Joseph A. De Feo**

### **Workshop Description:**

Joseph A. DeFeo, President and CEO of Juran Institute, Inc., one of the world’s leading authorities on transformational change systems and breakthrough management principles will facilitate a one-day workshop on Lean Six Sigma.

Lean Six Sigma is the result of the integration of two powerful methodologies (Lean and Six Sigma) that have complementary toolkits. Combining the two methods with effective team skills can significantly improve your organization.

In this one-day workshop, Joe will provide a coherent, easy-to-implement framework for managing and strengthening your organization’s competitive advantages using Lean and Six Sigma. With this in place, your organization can enjoy increased revenue through improved customer satisfaction, reduced costs of poor quality, and reduced cycle times.

Agenda items include but are not limited to: Business Case for Lean and Six Sigma; Using Lean and Six Sigma to improve business performance; Selecting Good Improvement Projects; Roadmap to deploy Lean and Six Sigma; and how to train your team.

This workshop is recommended for anyone in business, health care or government agencies that want to improve performance and build their own skill set.

### **Biographical Profile:**

Joseph A. DeFeo, MBA, President and CEO of Juran Institute, Inc., is one of the world’s leading authorities on transformational change systems and breakthrough management principles. During his 25 years as a Juran Executive Coach, he has helped business leaders around the globe increase sales, reduce costs and improve customer satisfaction through the deployment of process improvement programs, including Lean and Six Sigma, strategic planning and cultural transformation.

He is co-author of *Juran’s Quality Handbook 6<sup>th</sup> Edition, The Complete Guide to Performance Excellence; Six Sigma Breakthrough and Beyond;* and *Quality, Planning & Analysis for Enterprise Results.*

Mr. DeFeo’s belief that a relentless customer focus and integrity drives business results was noted by Forbes.com. *“By re-focusing primary attention on the customer and on exceeding the customer’s expectations, the Juran Quality Handbook has done quality management a great service.”*

As CEO, DeFeo has ushered in a new age of quality at the Juran Institute by building on universal principles pioneered by Dr. Joseph Juran nearly 60 years ago. His technical expertise and trademark communication style have made him a frequent guest speaker and trainer at conferences in over 30 countries and several institutions, including MIT Sloan School of Management, Columbia University, Wharton School and New York University.

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