

## “Lean Management 101”

Tuesday,  
March 11, 2008

**LOCATION: Shilo Inn**  
50 Comstock  
Richland Washington

**5:30 p.m.** - Check in/Networking  
and no-host cocktail service

**6:00 p.m.** – Dinner

**7:00 p.m.** - Presentation

### DINNER BUFFET:

The Chef and crew at O’Callahan’s Restaurant always provide a great – and varied – buffet dinner for us at the Shilo Inn.

This usually includes two entrée choices, plus accompanying vegetable, a number of tasty salads, and a vegetable and/or fruit tray. Your choice of coffee, tea or decaf is included with dinner.

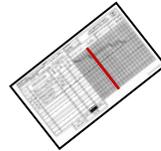
And don’t forget to save some room for dessert!

### Cost:

\$ 17 ASQ members  
\$ 20 non-members  
\$ 5 presentation only

Reservations are requested by March 5. Send an email to [prevette@owt.com](mailto:prevette@owt.com) with your name, phone number, company affiliation, and type of reservation, or call Steve at 373-9371.

NOTE: All no shows will be billed unless canceled 48 hours in advance. For more information about ASQ, our section, and other upcoming events, be sure to check our web site at [www.asq614.org/](http://www.asq614.org/).



**Lois Quinn**

**Rapid Operational Improvement**

*“Teach them to fish.”*

Lean is not just a manufacturing activity! More and more organizations are realizing the benefits of the lean principles. Lean is equally effective in offices (banking, investment, etc), healthcare and education. An organization needs to prepare their workers at all levels, arm them with the tools needed for change - including the lean tools - to create an organization that is able to make the right changes at the right time, to improve their business processes and to compete.

The general Lean concepts can be understood quickly by every person, and many of the Lean tools can be used in a minimal amount of time. It is only with understanding and practice that Lean is truly effective in creating a lean production system but fortunately every organization has many learning opportunities to support their proficiency of the Lean tools and an understanding of Lean management.

Presenter Lois Quinn will present an overview of the Lean Production System, and send you back to your workplace with simple-to-use tools to begin your Lean Journey. What you will gain:

- Learn to identify the 7 major wastes in any work
- Participate in the Star Exercise and learn to complete two tools that you can take back to work and use immediately.
- Questions and answers for how Lean supports every occupation and industry.

### About the Presenter:

*Lois believes that a consultant can not make your company Lean. It is only through understanding and application that you can sustain the improvements. Lois’s company teaches businesses “to fish” for themselves. Her company supports the integration of Lean Management to improve business processes through both training and application of the Lean tools. Lois Quinn has been an independent consultant since 2004 and has 18 years of process improvement experience.*

*Lois has a wide variety of experience in supporting her clients, which include government, healthcare, education, manufacturing, steel foundries, aerospace, food manufacturing, finance, and electronics. Lois earned her Masters Degree from Gonzaga University, and was an AVP for a large financial corporation where she combined the strengths of Internal Audit, Quality Control and the Lean internal consulting group. As well as having both business and consulting experience, Lois has taught Lean Management and general management courses in several Spokane area colleges. She helped to create the Washington State Quality Award, has served on the WSQA Board of Directors, and is an Army Veteran.*