

Invitation from ASQ San Gabriel July 15, 2020 Virtual Meeting

DATE:

Wednesday,
July 15, 2020

Lean Six Sigma in Software – Creating Compelling and Engaging Process Maps that Drive Engagement and Improvement

This is a virtual/online meeting. Meeting information and instruction for how to join the meeting will be provided 24 hours before the event.



Time:

6:00 PM – 7:30 PM PDT

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Steve Phinney

**Lean Six Sigma Master Black Belt
Consultant with Microsoft**

Cost: Free for ASQ members

To register for this online/virtual meeting, click [here](#).

Attendance at this meeting earns RUs toward ASQ recertification.

NOTE: Be sure to use the same email address to join the virtual meeting as you use when registering in order to receive the RUs. You must register for the event and join virtually to receive RUs.

For more information about the San Gabriel ASQ Section, click [here](#).

For more information about our local Columbia Basin ASQ section and future upcoming events: www.asq614.org/

Most organizations document their processes, whether for continuous improvement, ISO or any other initiative. The main employee complaint in many organizations is the lack processes and tools for them to perform their jobs. At one division of Microsoft (as with many other organizations) processes are documented sporadically and at many levels of detail. Some processes are on a shared drive, but rarely used by employees and are often difficult to read and understand.

Microsoft deployed a mapping approach that engages employees to use them while reducing variation in how work is performed. After documenting and validating the processes, they created a Process Library that allows individuals to access the process for the task they need to perform, walking them step-by-step through the process, including all the supporting information and tools to complete the task.

This approach is leading Microsoft to phase two of the mapping project, creating a continuous improvement function. As with many mapping efforts, there are several opportunities for improvements, many quick hit opportunities, and others are going to follow a PDSA/Kaizen approach to improving.

Steve will share the journey they are on and where they are headed as mature in their process management efforts."

***About the speaker:** Steve Phinney is a motivated and results-focused operations consultant with more than 20 years of experience serving virtually all industries including technology, finance, logistics, healthcare, non-profit, government, medical devices and others. He drives cultural change through deployment of customer-focused, Kaizen mindsets, along with the tools and skills for identifying and eliminating waste and solving problems at all levels of the organization. He is adept at teaching very basic as well as complex problem-solving skills that empower all employees and make positive changes to any culture. Steve holds a Masters in Business Management from Golden State University and a Bachelors of Science in Finance from Seattle University.*