

Invitation from ASQ San Gabriel Section October 21, 2020 Virtual Meeting

DATE:

Wednesday,
October 21, 2020

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.



Steve Phinney

Operations Consultant and ASQ Lean Six Sigma Black Belt

Time:

6:00 PM – 8:00 PM PDT

Cost: Free for ASQ members and non-members

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

Attendance at this meeting earns 0.5 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/

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

At Microsoft, they deployed a mapping approach that not only 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 them to phase two of the mapping projects, creating a continuous improvement function. As with many mapping efforts, they have identified several opportunities for improvements. Many are quick hit opportunities, while others are going to follow a PDSA/Kaizen approach to improving.

During this presentation, Steve will share the journey they are on and where they are going next as they 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 many others. This includes Demonstrated client impact with \$500+ million in bottom-line and top-line efficiencies. He helps drive 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 an organization.

Steve holds a Master's in Business Management from Golden State University, San Francisco; and a Bachelor's of Science in Finance from Seattle University. He is also an ASQ certified Lean Six Sigma Black Belt.