

March 13, 2024  
Invitation from ASQ's  
Lean Enterprise Division  
Virtual Meeting

DATE:

Wednesday  
March 13, 2024

This is a virtual/online  
(WebEx) webinar. Log-in  
information will be provided  
on the registration  
confirmation email.

Time: 10:00 to 11:00 am PDT  
(check website to confirm time)

Cost: Free for ASQ members  
and non-members

[Registration](#) is required.

Attendance at this meeting earns  
RUs toward ASQ recertification.

More information about ASQ's  
Lean Enterprise Division is  
available [here](#).

For more information about our  
Columbia Basin ASQ section and  
other upcoming events:  
[www.asq614.org/](http://www.asq614.org/) or our [myASQ  
community site](#).

## Improving Culture: The Only True Secret to Sustained Improvement



### Chris Hayes

CEO of Impact Performance Solutions

Many organizations have journeyed down the path of Lean since the term was defined over 30 years ago. Yet very few companies have been able to replicate the success that Toyota has enjoyed using Lean's principles.

The question always comes down to "Why?" One answer to that question, based on years of data, is a lack of the development of a sustainable culture of excellence.

This webinar will dive into the relationships between principles, systems, and tools in creating excellent and sustainable organizational results which are driven by excellent and sustainable behaviors. Discussions will include the difference between KPIs (key performance indicators) and KBIs (key behavioral indicators) and why both are important.

Attendees will be introduced to a "recipe" for cultural excellence and an outline of best practices and strategies for implementing it.

Join us to gain a different perspective toward sustaining your excellence journey.

*About the speaker: As CEO of Impact Performance Solutions, Chris Hayes provides vision and strategic direction ensuring the customer's voice is always the loudest. She holds an MBA in Business Management and a BSBA in Project Management. Over her 30+ year career, she has worked in diverse industries including aerospace, healthcare, distribution, and medical devices.*

*Chris holds certifications in Lean Six Sigma Master Black Belt, Project Management Professional, Human Resource Professional, Quality Manager and Organization Excellence, Lead Auditor, Quality Engineer, and Supply Chain Professional. She has also served on the ASQ Board of Directors.*

*Chris is a proven business performance improvement leader, international speaker, and author of over 50 publications.*