

Researched and developed by



First Six Sigma Summit ever to focus on Financial Services

Six Sigma in Finance and Transaction

Achieve Industry Leadership and generate massive savings!
Strengthen your competitive position through the Next Generation Six Sigma

Conference: July 16th - 17th, 2002
Pre-conference workshops: July 15th, 2002
MILLENNIUM KNICKERBOCKER HOTEL, CHICAGO

5 crucial reasons why you must attend Six Sigma in Finance and Transaction:

- Find out from **American Express** how to achieve levels of service quality never thought possible before by utilizing Design for Six Sigma in service environments
- Discover from **Pilkington PLC** how your Finance department can save up to \$2,000,000 a year through the application of Lean methods & Six Sigma tools
- Learn to identify and prioritize high impact projects through **Allstate Financial's** powerful example of successful Six Sigma rollout
- Take **ITT Industries'** Six Sigma approach and dramatically reduce expenditure in your Cost-of-Finance area
- Hear from the **US Mint** how lessons learned on the factory floor can secure the biggest Six Sigma impact in transactional areas

Our inter-active half-day workshops on Monday, July 15th, provide fundamentals of Six Sigma Improvement:

A. The Power of Lean Methods & Six Sigma Tools in the Service Sector:

Master the challenges of Lean and Six Sigma in non-manufacturing applications and eliminate waste, reduce variability and increase speed in your organization

B. Enhance Six Sigma with TRIZ Creativity Methods:

The 'Theory of Inventive Problem Solving' organizes breakthrough tools and provides creative solutions to process problems in your next step to Six Sigma perfection

Conference promoted by



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Six Sigma Director
Mike Nichols
Senior Quality Leader
American Express

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Director Six Sigma
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Value Based Six Sigma
Black Belt
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Jim Michalowicz
Manager Legal Services & Six Sigma Black Belt
DuPont Legal

Hamdi Said
Quality Leader
US Mint

Grant Blair
Operating Excellence Manager & Master Black Belt
Pilkington, PLC.

Tom Kling
Master Black Belt
Dow Chemical Company

Johan Werbrouck
Global Leader Six Sigma
Viterra Energy Services

Ellen Domb
President of PQR Group
PQR Group

David Palm
President
Lean Sigma Technologies, LLC

PRE-CONFERENCE WORKSHOPS: Monday, July 15th, 2002

A. The Power of Lean Methods & Six Sigma Tools in the Service Sector: 8.30am – 12 noon

There has been much written about the power of Lean in reducing waste and the power of Six Sigma to eliminate variation in a process. The real power of Lean and Six Sigma is when they are used *together* to achieve the maximum impact upon a business process in the shortest amount of time. The area that is just beginning to attract major management attention is the use of Lean and Six Sigma tools in the service environment. This interactive workshop will provide you with the foundations you need to get a head start in one of the most lucrative business sections.

In this lively tutorial you will:

- **Ascertain how to reduce cost, improve quality, and increase customer service levels in all transactional areas of your organization.**
- **Maximize your Return on Investment with the synergy of Lean and Six Sigma.**
- **Master the challenges of a cross-functional implementation**
- **Get the right strategy to deal with issues surrounding intangibles!**

Waste reduction and quality improvement in a service environment is just as easy to achieve as in a manufacturing operation. Create a successful deployment roadmap and apply the tools of Lean and Six Sigma that make the most sense for your business and your customers.

Facilitator:

David Palm is President of Lean Sigma Technologies, LLC, an international management consulting firm specializing in Lean and Six Sigma. He has worked for over 30 major companies to help them deliver world-class performance for their businesses and customers. Most recently, he served as the Corporate Director of Lean and Six Sigma for a Fortune 500 company with responsibility for the rollout of Six Sigma worldwide.

On the second conference day you will hear a striking example by Pilkington PLC on how the synergy of Lean methods and Six Sigma tools can save you up to **\$2,000,000** in Finance.

B. Enhance Six Sigma with TRIZ Creativity Methods: 1pm – 4.30pm

TRIZ is the 'Theory of Inventive Problem Solving' and the ideal component for your Six Sigma toolbox. There is an extensive array of quantitative tools for identifying process problems and opportunities for improvement available to Six Sigma practitioners, but how do you develop *creative* solutions to the problems? How can you implement *creative* new processes and systems that will deliver total Six Sigma customer satisfaction? TRIZ is the systematic innovation methodology that provides the answer. TRIZ enhances Six Sigma by organizing breakthrough tools and methods for creativity. In this hands-on and interactive half-day workshop, you will discover how to apply TRIZ methods to all your transaction and business challenges. You will learn to classify your problem, then select the right TRIZ tool for the problem, and develop powerful breakthrough solutions.

The key areas for discussion will include:

- **Contradiction analysis**
- **The separation principles for eliminating inherent contradictions**
- **The 40 principles for eliminating tradeoffs.**

All the TRIZ databases will be provided for you to use in class and to take back to your Six Sigma work. You won't just learn about TRIZ—you'll learn to *use* TRIZ for Six Sigma breakthroughs.

Facilitator:

Dr. Ellen Domb, President of the PQR Group, editor of The TRIZ Journal and an internationally recognized TRIZ educator and consultant. She pioneered the integration of TRIZ with Six Sigma, and has specialized applying TRIZ techniques to business problems in manufacturing and in transactional areas.

On the second conference day, the Dow Chemical Company provides a powerful case study on the lasting impact of TRIZ methods in a transactional Six Sigma area.

FIRST CONFERENCE DAY: Tuesday, July 16th, 2002

8:00 Coffee and Registration

8:25 Opening Remarks and Welcome from the Chairman

After a decade of consolidation, many financial and other transactional services are still struggling with pressing quality issues. How can Six Sigma secure productivity gains that have helped fuel double-digit sales and profit growth in the manufacturing areas?

Peter Sluka – Six Sigma Director

American Express

8:40 Transform Business Results into Self-Sustaining Support for Six Sigma Initiatives

Specific fundamentals have to be in place after low hanging Six Sigma fruits were picked. This case study will focus on the value of an integrated approach, combining process tier work with Six Sigma and methodologies like FISH and Wholesale Change. Ed and Mark will discuss how their business units are provided with relevant Six Sigma tools, and how their performance is evaluated on a continuum, by doing the process and metrics work across all the business process tiers as Six Sigma is applied.

- Overcoming skepticism and resistance to change in complex business structures
- How to benefit from the unwavering support of leadership, reaching from the head office down to the mailroom.
- Vitalizing Six Sigma initiatives so they don't become 'old hat' through continuous bottom line results

Edward Alberque – Senior Vice President Quality & Productivity

Mark Sferlazza – Director Quality & Productivity

Ceridian Benefits Services Inc.

9.20 Incorporating Six Sigma Initiatives with CRM and the Voice of the Customer

Customer Interface is a provider for crucial data to guide Six Sigma efforts. The first step is to capture and evaluate Voice of the Customer material from B2B and B2C research. It will feed into the Customer Satisfaction Index CSI and the Customer Feedback Survey CFS as a source to work projects. Alexis will assess the importance of constant surveys as indicators for Six Sigma performance, based on a 5-year history of Six Sigma implementation at Citibank.

- What types of analysis and modeling can be used to determine customer requirements?
- How customer data prioritizes your project selection
- Incorporating changing customer needs and a Six Sigma scheme, to sustain total customer satisfaction
- How to shift focus from internal business criteria to customer-focused goals

Alexis Goncalves

Regional Manager Latin America Division & Master Black Belt

Citibank Corporate and Investment Bank

10:00 Networking Break with Morning Refreshments

TWIN SESSION – CASE STUDY ON SIX SIGMA TRANSFORMATION

10:30 The Evolutionary Nature of Six Sigma in a Climate of Economic Change

More than just a statistical toolbox, Six Sigma develops from its initial stages to an ever more complex but far-reaching management strategy, linked with succession planning. Peter will discuss the various phases an organization goes through after Six Sigma implementation. What is implemented is not what will be in place after a year. Where do you go after 3 years, and what might the 5-year targets be? Is a strong process orientation the successful and inevitable outcome of a Six Sigma driven organization?

- How Six Sigma transforms the organization, and how a transformed organization re-defines initial Six Sigma targets
- Assessing the importance of a Six Sigma Management System as a result of Six Sigma evolution
- Adapting but not adopting – customize Six Sigma and lose the Sigma tag!

Peter Sluka – Six Sigma Director

American Express

11:10 The Business Case for Design For Six Sigma in the Finance Industry

The combination of Six Sigma improvement, Six Sigma Management and Six Sigma Discipline outlined by Peter will eventually evolve to the next stage, Design for Six Sigma. Mike will stress the difference between service and products, and what design efforts are required to integrate DFSS methodology in a service organization.

- How to advance from a Six Sigma Management System to a DFSS Management System
- Adopting DFSS in service applications from traditional DFSS
- Devising a DFSS scheme for complex environments with soft processes
- Investigating Research & Development management to launch a service process engineered to DFSS standards

Mike Nichols – Senior Quality Leader

American Express

11:50 Luncheon

1:30 The Benefits of Mid-Level Deployment – Six Sigma in an Energy Services Company

Over the past 3 years, PSE&G has added the tools of Six Sigma to its existing array of Performance Excellence approaches. This presentation will describe the deployment of Six Sigma concepts to achieve significant results in several organizational units and will include an overview of several recent projects focused on improving top line results.

- Integrating Six Sigma with other Performance Excellence approaches
- The 5 P's of Six Sigma
- Linking project selection to critical results
- Case studies of Six Sigma projects to enhance revenues and receivables

Thomas K. Robinson – Six Sigma Process Champion & Black Belt

PSE&G Services

2:10 Utilize Six Sigma for Customer Retention

The utility market is placing specific emphasis on Customer Loyalty as part of their operation. Viterra Energy Services have a workforce of more than 3000 employees with 1.2% Black Belts conducting Six Sigma projects in over 60 branches. Johan will point out the importance of customer retention as growth driver for successful Six Sigma implementation.

- Focusing on customer centricity instead of customer satisfaction indices
- How to establish the net benefits of effective customer retention
- Communicating the commercial impact of Six Sigma

Johan Werbrouck - Global Leader Six Sigma

Viterra Energy Services

2:50 Networking Break with Afternoon Refreshments

3:10 Six Sigma Rollout in a Diversified Financial Services Organization

The Financial Sector is increasingly faced with multi-disciplinary tasks to respond to growing demands of efficiency and transparency. This case study will demonstrate how a successful Six Sigma rollout is centered on the scale and scope of projects. The implementation plan was developed and continually modified based on need/results/learning to meet complex targets.

- Assessing the importance of Vendor Selection for training and coaching
- Challenges encountered during implementation
- Changing Six Sigma strategies for a customized approach
- Establishing initial costs and financial benefits of Six Sigma
- Initial results and success – Lessons Learned

A.J. Ijaz – Six Sigma Director & Mike Sullivan – Senior Quality Manager

Allstate Financial

3:50 Investment Costs for Six Sigma Implementation in a Federal Institution

Six Sigma is not a quick fix that pays off instantly. Long-term projects and recuperating costs of data acquisition and data storage are difficult to measure from the outset. How can the financial investment of a lasting Six Sigma effort be controlled?

- Reviewing established infrastructures for freeing up resources to start affordable improvement
- Utilizing and optimizing cross-functional team efforts
- What is the time frame for Six Sigma to eventually 'pay for itself' before it impacts on the bottom line?
- The impact of controlling nonconformance rates on yields and profits

Hamdi Said – Quality Leader

US Mint

4:30 Chairman's Closing Remarks

4:45 End of First Conference Day

SECOND CONFERENCE DAY: Wednesday, July 17th, 2002

8:00 Coffee and Registration

8:25 Opening Remarks and Recap from the Chairman

Peter Sluka – Six Sigma Director
American Express

8:40 Six Sigma Projects in the Cost-of-Finance Area

Effective Project identification and steering clear of pitfalls are fundamental to Six Sigma results. This presentation is based on a benchmark study in ITT's cost-of-finance area. Six Sigma initiatives can monitor the report generation when it comes to tracking money in the finance group. As a result, the initial costs of report generation and report evaluation have effectively been reduced. The right projects in cost-of-finance can be worked by Black Belts, or in some cases by Green Belts.

- How to select the right projects, the execution of project management principles, and business strategy metrics.
- Avoiding possible pitfalls at the project planning stage
- Measuring non-repetitive operations: Transforming projects that are initially resistant to Six Sigma methods

Mark E. Chubik – Vice President & Controllor

Nancy Kenney – Value Based Six Sigma Black Belt

ITT Industries

9:20 Benefits of TRIZ in Transactional Six Sigma

TRIZ is a systematic creativity method that is finding a growing audience in Six Sigma, complementing the strong analytic orientation of Six Sigma with an equally strong system for innovation. This presentation will use case studies on transaction problems from the Dow Chemical Company to demonstrate the TRIZ tools.

- The ideal final result
- Utilization of resources
- How to resolve inherent contradictions

Tom and Ellen will demonstrate how the Master Black Belts in a TRIZ training class solved a problem that had been affecting the performance of the Black Belts. Prior to TRIZ, the project management information system that was used for Six Sigma projects required several hours a week for data input, and the Black Belts were not "happy customers." Using TRIZ, the Master Black Belts found a solution to the problem that makes all the power of the project management system available to the Black Belts with just a few minutes a week of work. The TRIZ solution took only a few days for the information systems people to implement.

Tom Kling – Master Black Belt

Dow Chemical Company

Ellen Domb – TRIZ Consultant

PQR Group

10:00 Networking Break with Morning Refreshments

10:30 Aligning Six Sigma Quality with Corporate Goals in Real Estate

Six Sigma can dramatically improve effectiveness and efficiency when applied without restriction in all organizational areas. Quality becomes an everyday activity when Six Sigma is used in the broadest sense possible. Bill will outline the substantial benefits obtained from a complete Six Sigma rollout at Trizec Properties.

- The Function of Six Sigma as Robust Change Acceleration Tool
- Assessing Six Sigma in Research and Development
- How to break down intangible processes in Real Estate operations into sizeable units
- Defining the meaning of 'defects' in non-repetitive processes

William R.C. Tresham – Executive Vice President & Six Sigma Quality Leader

Trizec Properties Inc.

11:10 Deployment Roadmaps for Lean Techniques & Six Sigma in Finance

Substantial financial gains from the synergy between Lean and Six Sigma can be reached when effectively implemented in non-manufacturing projects. Grant will demonstrate how waste reduction and efficiency improvement in Finance can **save up to \$2 million** a year.

- Understanding what tools to use and assessing how lean methodologies operate in non-manufacturing processes
- How to develop process maps to eliminate waste and improve efficiencies to reduce overhead by 30%
- Utilizing pareto charts to understand priorities for cost improvement in non-manufacturing areas

Grant Blair – Operating Excellence Manager & Master Black Belt

Pilkington, PLC.

11:50 Luncheon

1:30 PANEL SESSION

Aligning Six Sigma with Existing Quality Initiatives

Organizations do not tend to start their existence with Six Sigma. When they decide to embrace it to enable them to gain competitive advantage, previous quality initiatives are still in place, such as the TQM and the Baldrige award process, Kaizen, Lean, ISO 9000 Theory of Constraints, Robust Engineering, and Axiomatic Design, amongst others. The major concern is not wasting the effort that has already been made in training, and not conveying confusing cultural messages.

- How to identify performance gaps in existing schemes
- Should other initiatives be 'six sigma-tized'?
- Getting support and resources for cross-functional teams

Thomas K. Robinson – Six Sigma Process Champion & Black Belt

PSE&G Services

Ellen Domb – President of PQR Group & Editor of TRIZ Journal

PQR Group

Grant Blair – Operating Excellence Manager & Master Black Belt

Pilkington, PLC.

Alexis Goncalves – Regional Manager Latin America Division & Master Black Belt

Citibank Corporate and Investment Bank

2:10 Six Sigma in e-Billing Processes

Operations in real time, immediate access to information, and a global basis are the powerful advantages of all e-operations. The key challenge for Quality experts is the alignment of dotcom speed with Six Sigma rigor. This presentation will demonstrate how Six Sigma methods were used in the DuPont Legal Department to implement a newly designed e-billing process while also adding the functionality of new supplier performance metrics.

- Six Sigma efforts to achieve e-Quality in e-billing processes for invoicing.
- The use of digital signatures to reduce duplication of effort in contract management
- Initiating a process improvement scheme and its successful execution in an environment of high-speed change
- How to extend your quality momentum from traditional administration to e-business

Jim Michalowicz – Manager Legal Services & Six Sigma Black Belt

DuPont Legal

2:50 Networking Break with Afternoon Refreshments

3:10 Six Sigma Leadership Principals

Sophisticated improvement methods such as Six Sigma cannot be successfully implemented without dedicated leaders and senior management support. Tom will use a case study on **loan processing** to demonstrate the crucial importance of a Senior Leadership Team for governing the overall improvement campaign.

- Establishing a process for developing a scorecard
- Selecting projects and tracking results
- Chartering the right teams to ensure quality goals are met

Thomas D. McCarty – Vice President of Consulting and Training Services

Motorola University

3:50 Establishing a Six Sigma Belts Training Curriculum for Transactional Processes

The industry does not have a commonly accepted view about the actual tasks of different colored belts. Master Black Belts are mostly conducting projects in a supervisory position, whereas Black Belts and Green Belts are often involved in detailed work on specific projects. Are different training schedules required to prepare colored belts for their different tasks?

- How to develop a training module that reflects the tasks of colored belts
- Sustaining a high-standard training scheme for non-manufacturing sectors
- Finding the right people and utilizing Six Sigma training as substantial leadership pool

Bill J. McDonough – Senior Vice President & Client Executive

Marsh

4:30 Chairman's Closing Remarks

4:45 End of Second Conference Day & End of Conference

Why Six Sigma in Finance and Transaction is a MUST event:

Do you think that Six Sigma doesn't apply to you because your industry is highly regulated and deals with financial risks? Do you believe that you can't quantify real improvement in real dollars? Are you reluctant to invest in the training needed to instill process orientation, because Six Sigma is just another fad? Or are you convinced that Six Sigma's quantitative improvement methods can only be applied to hard goods and products, but not the delivery of intangible services?

Think again! Whether you are in Finance, Utilities, Marketing, Healthcare, Public Services, or in any other non-manufacturing sector, Six Sigma can provide ALL service organizations with a disciplined way to prevent errors, eliminate rework and generate substantial savings. Training investments are recouped very quickly when your trained experts stop fixing symptoms, and tackle root causes based on data, not perception! The new business realities are growing customer expectations and constantly emerging new sources of competition. You can't afford to ignore these facts.

Don't get left behind in the marketplace! Register for Six Sigma in Finance and Transaction, and get ready to secure superior quality service. Six Sigma growth has become explosive as more and more organizations discover the competitive potential. Hear from successful Six Sigma companies how you can achieve ever-higher levels of customer satisfaction and business growth in your service sector! Strengthen your competitive position with Six Sigma. If you won't, your competitor surely will.

Who should attend?

Six Sigma in Finance and Transaction has been researched and developed to cut through the hype and to bring you real Six Sigma case studies from first-class practitioners. Six Sigma is more than a sophisticated quality initiative – it is a strategic imperative. It aims at the near elimination of defects from *every* product, *every* process and *every* transaction. Who will benefit most from the expert pool of knowledge at **Six Sigma in Finance and Transaction?**

- CEOs and CFOs
- Vice Presidents and Directors of Six Sigma
- Vice Presidents and Directors of Continuous Improvement
- Vice Presidents and Directors of Quality
- Six Sigma Program Leaders
- Black Belts and Master Black Belts
- Six Sigma Champions
- Six Sigma Co-ordinators and Deployment Managers
- Logistics Directors
- Process Improvement Directors
- Directors of Enterprise Excellence
- Statisticians
- Process Managers and Directors of: Human Resources – Operations – Finance – Marketing Administration – Credit Collection – Litigation – Customer Service – Sales

... and all executives who thrive to add rigor to their quality initiatives with a stronger process and customer focus.

Business Development Opportunities

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“Some financial companies now apply the Six Sigma toolkit to streamline mortgage applications, process error free lockbox payments, provide more accurate investor reports and reduce turnaround time from weeks to days!”

D. Attenello & John Uzzi, 'Achieving Six Sigma Quality in Financial Services', Six Sigma Forum Magazine, Feb. 2002

BOOKING FORM AND ADMINISTRATIVE DETAILS

Dates: Pre-conference Workshops: Monday July 15th, 2002
 Conference: Tuesday and Wednesday, July 16th-17th, 2002
Venue: The Millennium Knickerbocker Hotel, 163 E. Walton Place @ N. Michigan Avenue, Chicago, Illinois 60011
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