

Yellow Belt 1 Part and Part 2

An increasing number of municipal governments see the application of Six Sigma and Lean as advantageous for their day-to-day and strategic operations. In this interactive program, participants will learn how to use Lean Thinking to eliminate unnecessary work, improve the speed and accuracy with which services are delivered to customers, and decrease cost enabling their organization to do more valuable work without adding more staff.

(Practice Groups 6 Strategic Leadership 10 Service Delivery)

Learning Objectives:

- Identify, prioritize, monitor, and review projects using methods that lead to a virtuous cycle of learning, improvement, and process control.

Yellow Belt Part 1 is a pre-requisite for Yellow Belt Part 2.

Presenter:



Tracy Owens is a business transformation leader who has driven his employers and client organizations to achieve near-term objectives and better long-term results through innovation and quality management. As a founding member of ASQ's Innovation Division, Tracy Owens has promoted a growing body of knowledge on innovation management and brought his audiences a strong message about innovation as a process and not just a creative spark. He is co-author of *The Executive Guide to Innovation*, which was published in 2013. Tracy holds a master's degree in international business from Seattle University, and he was elected to the 2016 class of ASQ Fellows. He teaches in the Ohio State University's colleges of business and engineering. Tracy's third book *F-Notes: Facilitation for Quality* was released in late 2020.

TARGET AUDIENCES:

Assistants/Deputies,
Chief Executive Officers, County Leaders, Early-Career Professionals, Department Heads/Directors, , Large Community Leaders, Mid-Level Managers, Small Community Leaders, Staff Analysts/Assistants, Students/Interns