



Fundamentals of Continuous Improvement

Workshop and Hands-on Simulation

This one-day program gives you a thorough, engaging introduction to the principles and tools of Lean Six Sigma and Continuous Improvement. You'll learn skills to enhance your day-to-day problem solving, as well as efforts to improve client service, streamline processes and achieve agency goals.

Course Description

The course is built around a hands-on process improvement simulation—Sigma Station—where you'll play a role in running, analyzing and actually improving a service process. Through this challenging and fun activity, participants work together to:

- Identify and target a priority problem and improvement goal.
- Use Voice of Customer techniques to identify key requirements.
- See how effective facts and data can help clarify and analyze issues.
- Conduct high-level and detailed process mapping to diagnose the problem.
- Develop, test and implement basic and advanced solutions.
- See and feel the impact of successful improvement and connect to your real work.

This workshop has been very effective and popular with all types of organizations—government, services, manufacturing, health care and more—and has been conducted with groups all over the world.



Pete Pande, MBA is a recognized expert in organizational change leadership with over 35 years of consulting. He has led strategic planning and operational improvement efforts for clients in a wide variety of industries, including government, manufacturing, retail, consumer products, high tech, healthcare and financial services. He works closely with leaders to evaluate operational capability, establish priorities and guide initiatives to achieve strategic goals and boost performance.



This is an In-Person Training

Training Information

Date, Time & Location

Date: Wednesday, May 1, 2024

Time: 9:00 am to 4:30 pm

Location: 1075 E. Santa Clara St.
2nd floor, San Jose, CA 95116

Registration Information

Register on-line at
scclearn.sccgov.org

Need Support or Help

Please contact Learning Partnership at LPTraining@hhs.sccgov.org if you need accommodations to attend our training, have sccLearn registration questions or a Grievance.

No CE's for this training