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Lean Six Sigma Beyond the Factory Floor Is Topic of New ASA Web-based Training Program

The Quality and Productivity Section of the American Statistical Association offers its first web training on April 30; open to member and non-member statisticians

ALEXANDRIA VA (PRWEB) APRIL 22, 2008 – The American Statistical Association's Section on Quality and Productivity is offering its first web-based training program on April 30 from Noon to 2 pm. The session, "Beyond the Factory Floor: Succeeding with Lean Six Sigma Outside of Manufacturing," will be presented by Roger Hoerl of GE Corporate Research.

The webinar will briefly review the dramatic rise of the service economy, discuss challenges to proper application of Lean Six Sigma there, and then discuss practical approaches for overcoming them. Lastly, the application of innovation in services, and how this relates to Lean Six Sigma, will be discussed. Lean Six Sigma has a prominent history in business and industry, with applications typically focused on manufacturing and engineering. Today, however, as the global economy continues to move toward a service-dominated economy, the use of Lean Six Sigma applications in the service sector, particularly in healthcare and financial services, has grown as rapidly as the service sector itself.

Dr. Hoerl leads the Applied Statistics Lab at GE Global Research, which supports new product and service development across the GE businesses. He is coauthor of *Leading Six Sigma, a Step-by-Step Guide Based on Experience With GE and Other Six Sigma Companies*, and *Six Sigma Beyond the Factory Floor; Deployment Strategies for Financial Services, Healthcare, and the Rest of the Real Economy*, both published by Financial Time/Prentice Hall. Dr. Hoerl is a Fellow of the American Statistical Association and the American Society for Quality, and has been elected to the International Statistical Institute and the International Academy for Quality.

Cost for the program is \$75 for ASA members (\$50 for Quality and Productivity Section members) and \$95 for non-members. Registration is available online until April 28 at <https://amstat.emeetingsonline.com/emeetings/websitev2.asp?mmno=206&pagename=ATTE NDEE>

About the American Statistical Association

The American Statistical Association (ASA), a scientific and educational society founded in Boston in 1839, is the second oldest professional society in the United States. For more than 160 years, ASA has been providing its 18,000 members serving in academia, government, and industry and the public with up-to-date, useful information about statistics. The ASA has a proud tradition of service to statisticians, quantitative scientists, and users of statistics across a wealth of academic areas and applications. For additional information about the American Statistical Association, please visit the association's web site at <http://www.amstat.org> or call 703.684.1221.

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