



**Lean Six Sigma (LSS)
Special Interest Group (SIG)**
<http://www.asq509.org/ht/d/sp/i/197/pid/197>
<http://asq0511.org/SIG/sig.html>

Sponsored by: ASQ Section 509 (MD & DC) and Section 511 (N.VA)

LSS SIG Monthly Meeting



DATE: Wednesday, May 27, 2009

TOPIC: *“Metrics 101”*

Location, Location, Location is to real estate as Metrics, Metrics, Metrics are to business process improvement. Renew and formalize your understanding of Metrics terminology, how to slice and dice them meaningfully and how to align them strategically at the enterprise level with Executive Dashboard examples.

SPEAKER: **Mr. Minh B. Tran**

Manager, Public Services Strategy, Process & Transformation
Deloitte Consulting LLP

HOST VENUE: **TEQCORNER**

Office Space - From Concept to Company!
1616 Anderson Road McLean, Virginia 22102
Center Conference Room (3rd Floor)
(See map for directions to TEQCORNER, www.teqcorner.com)

TIME: **6:30-7:15pm** – Networking
7:15-8:15pm – Program
8:15-8:30pm – LSS SIG Announcements

ADMISSION: Please register at www.asq509.org/ht/d/DoSurvey/i/38891. Registration is complimentary and ASQ Membership is not required. Light refreshments will be provided. Questions can be directed to SixSigmaSIG@asq509.org.

* * *

Additional information on the next page.

Your competitors will be there. Your clients will be there. Shouldn't you be there too?

WHAT:
Description

Metrics are central to any process improvement efforts, because they are the standards by which “improvements” are quantified between the baseline (“as-is”) and target (“to-be”) states. Unfortunately, the term “metrics” has become an umbrella catch-all buzzword often overused and left in generalities leading to misinterpretations, false expectations and project failures. Secondly, turning metrics into “meaningful metrics” can be an insurmountable challenge sinking even Titanic projects. Thirdly, at the enterprise level, organizations face another intractable problem of aligning legacy metrics vertically (strategic) and horizontally (functional).

This presentation is intended to demystify the basics and formalize your understanding of Metrics in addressing all 3 fundamental problems: terminology, application and alignment. Examples will be provided to illustrate the different “tiers” of metrics, how to “stratify” them in analyses (“slice and dice”) and visualize their alignment with executive dashboards (drill-down and roll-up capabilities). Come see metrics in a completely different light and harness their full powers.

WHO:
Bios

Mr. Minh B. Tran is an ASQ-Certified Six Sigma Black Belt (CSSBB) and ASQ Senior Member. He is industry-recognized as the Founder/Former Chair of the ASQ LSS SIG in Washington D.C. as well as former Board Member on both ASQ Section 509 (MD/DC) and Section 511 (N.VA). From a global community of over 5,000 ASQ Six Sigma Black Belts, Mr. Tran was one of the few select Subject Matter Experts (SMEs) invited to ASQ HQ in 2006 to update the CSSBB Body of Knowledge on which the current Certifying Exams are based through 2012. He is a twice-invited conference speaker on Lean Six Sigma at the 2007 & 2008 ASQ World Conferences.

Presently as a Manager at Deloitte Consulting, Mr. Tran supports C-Level DoD clients in Transactional Service environments specializing in Performance Metrics (business unit to enterprise level) and Executive Dashboards leveraging LSS, Balanced Scorecard, BPR and other management frameworks. At prior companies, he was the Director of Business Performance Management responsible for multi-lateral business development and complex, multi-generational initiatives; he was also a Bioinformatics Statistician performing Alzheimer & Cancer Research.

Mr. Tran earned his M.S. in Operations Research & Management Science at Warwick Business School (Coventry, England) and his B.A. in Philosophy and Molecular Cell Biology at Cornell University (Ithaca, New York).

WHY:
Attend to...

- 1. Be informed**
Information is key, so stay in-the-know about high-relevance and high-impact issues affecting the Six Sigma community.
 - 2. Be connected**
It’s *what* you know, but also *who* you know. Network with current and prospective clients, colleagues and competitors.
 - 3. Be resource-full**
Treat others as you’d like to be treated. Count on the SIG’s loose network of professionals for resources and be recognized among your peers as a go-to expert.
 - 4. Be wise**
Don’t repeat mistakes, benchmark! Share and learn lessons and best-practices from those in the same boat and those who have “been there done that.”
 - 5. Be innovative**
Let diverse expert speakers from business and academia challenge and inspire your Six Sigma thinking with a fusion of new ideas and unique perspectives.
 - 6. Be...long**
You are not alone. Meet like-minded professionals equally passionate about their work in an open, friendly atmosphere of learning and professional growth.
-

Directions
To
Teqcorner



From Dulles International Airport:

Take the Dulles Toll Road (VA-267) East. Take exit number 19A towards Tysons Corner (VA-123 S). Keep left at the fork in the ramp. Stay straight to go onto Anderson Road. At the 1st light, make a right into the TeqCorner parking lot and enter through the 1st floor Reception area.

From Ronald Reagan National Airport:

Merge onto the George Washington Memorial Parkway going North. Take the VA-123/Chain Bridge exit towards McLean. Keep right at the fork in the ramp. Merge onto Dolley Madison Boulevard. Turn left onto Anderson Road, which is after you pass under the Dulles Toll Road bridges. At the 1st light, make a right into the TeqCorner parking lot and enter through the 1st floor Reception area.

Baltimore Washington International Airport:

Take I-195 West. Take exit number 2B (MD-295 S - Baltimore Washington Parkway) towards Washington. Merge onto the Capital Beltway (I-95/-495) towards Northern Virginia. Take exit number 45B, on the left towards I-66 East towards Washington. Merge onto the Dulles Toll Road (VA-267 E). Immediately, take exit number 19A towards Tysons Corner (VA-123 S). Keep left at the fork in the ramp. Stay straight to go onto Anderson Road. At the 1st light, make a right into the TeqCorner parking lot and enter through the 1st floor Reception area.

From Downtown DC:

Take Constitution Avenue West towards Virginia. Take the I-66 W ramp. Merge onto I-66 W. Take exit number 67, towards I-495 North / Dulles Airport / Baltimore. Merge onto the Dulles Toll Road (VA-267 W). Take exit number 19A towards Tysons Corner (VA-123 S). Merge onto Dolley Madison Boulevard. At first light, turn left onto Anderson Road. At the 1st light, make a right into the TeqCorner parking lot and enter through the 1st floor reception area.
