tools for process excellence
July 10, 2013
The Virginia Tech Roanoke Center • Roanoke, Virginia

about the course
This one-day course is designed to give participants an opportunity to experience some of the most effective tools used for business process Continuous Improvement (CI). Individuals can come to class with a process they wish to improve or they can work on an example provided by the instructor.

Course content includes:
• Overview of the CI process and fact-based decision making
• Identification of basic and effective tools for CI and the application of root cause analysis to a case study
• Hands-on lab experience using the process and the tools presented
• Exploration of “lean principles” to understand the scope of a comprehensive four-day course

about the instructor
Continuous Improvement Specialist Rebecca Kates is the quality manager for Adaptive Technologies, Inc. responsible for Continuous Improvement, ISO compliance, and Six Sigma for a research and development firm and its manufacturing counterpart. She earned both a bachelor’s and master’s degree in industrial engineering from Virginia Tech and received her six sigma certification from General Electric.

Her industry leadership includes serving as vice president of process improvement for Belk Store Services, Inc., where she was responsible for starting a Six Sigma improvement culture for this multi-billion dollar retailer. She has also served as director of Six Sigma for Circuit City, director of lean manufacturing and Six Sigma quality for The Stanley Works, and has propelled quality programs at Mechanics Tools, GE Industrial Systems, and General Motors. She has trained employees at all levels to improve productivity and achieve Lean Six Sigma White Belt, Green Belt, and Black Belt certifications.

Kates’ academic career includes serving as assistant professor of physics, mathematics, and statistics at Roanoke College and serving as an adjunct at Radford University and the Virginia Tech Roanoke Center.

Are you interested in simplifying the way you handle business processes?
Do you need to get your team on the same page to accept and embrace process change?

location and schedule
The course will be held at the Virginia Tech Roanoke Center, located on the seventh floor of the Roanoke Higher Education Center at 108 N. Jefferson Street in Roanoke, Virginia. Check-in registration will be from 8:30-9:00 am, and the workshop will be held from 9:00 until 4:00 pm.

how to register
The registration fee is $349 per person and includes instruction, class materials, morning and afternoon refreshments and lunch. Register online at http://www.cpe.vt.edu/reg/tpex by July 8.

for more information
For further information, contact Kay Dunkley at kdunkley@vt.edu or 540-767-6103.

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