


Speaker	Umberto D'Alessandro, Operations Director for Pitney Bowes Management Services
	<p>Umberto D'Alessandro is an Operations Director for Pitney Bowes Management Services and has been a Six Sigma Black Belt since 2006. He has worked in an operations capacity for such businesses as Lehman Brothers, Merrill Lynch, PricewaterhouseCoopers and most recently, Pfizer Pharmaceutical.</p> <p>His service areas of expertise have been mail, print and document creation services. He has also worked as an English Professor for universities such as Adelphi, New York University and various community colleges in both the SUNY and CUNY systems.</p>
Project Abstract	Voice of the Customer ("VOC") is a cornerstone to successful Six Sigma deployment
	<p>Voice of the Customer ("VOC") is a cornerstone to successful Six Sigma deployment. It is even being used in some recent advertising on Television. But it can be often misunderstood, and misused, by many businesses. At a high level, what is VOC, how can it be used and how can it interact with other "voices" that determine the direction of an organization's strategy?</p> <p>These questions will be explored as well as some interesting examples of best and worst uses of VOC.</p>

Speaker**Lisa Teague, AVP at AXA Equitable**

Lisa has over 15 years experience in the insurance/financial services industry, working in the Human Resources Departments of Citigroup, Alliance Bernstein, CIGNA and AXA Equitable.

In 2007, Lisa became a Black Belt, working with cross-function teams on multiple six-sigma projects (DMAIC, DMO and Kaizen events). In addition, she mentored Green Belt and Black Belt on their six-sigma projects. She later became a Master Black Belt, setting the strategy and leading process improvement initiatives for HR and Finance customers.

In her spare time, Lisa likes to volunteer, especially with Habitat for Humanity. She has helped build homes in South Africa, India, Louisiana, Cambodia and Bolivia.

Project Abstract**Improving HR Service Experience**

HR Direct is a team of service professionals that help Employees, Financial Professionals (FPs) and Retirees with benefit, equity and other company-sponsored programs and offerings. In order to resolve HR-related issues in a timely manner, calls and e-mails were “triaged” into three inquiry levels by HR Direct:

Project Rationale/ Call to Action

With this project, HR & Six Sigma examined cycle time for Level 2 and Level 3 Inquires.

We obtained existing survey data on HR Direct Team from June, 2006. Regarding the Level 2 & 3 Inquires, the highest levels of dissatisfaction was with response time (35% dissatisfied) with a secondary critical measure on the team’s ease of doing business (26% dissatisfied).

This is a key component of projects which is part of HR's Ambition to be the most sought after firm in which to build a career for the best talent – our people – in the industry.

Results Achieved/ Targeted

Goal: Reduce Level 2 & 3 cycle time to meet the 5-day target 84% (2.5 Sigma) of the time by 7/1/08.

Q1/ 2008 Results = 2.5 Sigma 86%

Speaker**Anthony Graziosi, Associate Director of Site Services at ICON Central Laboratories**

Anthony Graziosi was appointed to his current position as Associate Director of Site Services in October of 2007, having previously held the position of Manager of Site Services since December of 2006.

Anthony began his career at ICON Central Laboratories in 2000 as an Assistant Project Manager, working his way up to Team Lead Project Manager, and then transitioned to Site Services as a Team Lead. Throughout his career with ICON, he has assumed increasing roles of responsibility.

In his current role, Mr. Graziosi provides oversight of issue resolution, pertaining to laboratory results from clinical studies by managing Site Services and Client Services Database Change personnel. He is responsible for evaluating and documenting metrics for continuous Site Services process improvements as well as managing Site Services personnel in order to ensure resolution of client inquiries in an accurate and timely manner in accordance with Good Clinical Practice and company SOPs.

Anthony has been Quality Improvement Six Sigma Green Belt trained. Anthony is also a Certified Quality Auditor through ASQ and holds an MBA from Dowling College.

Project Abstract**Decreasing Turn around Time of Initial Query Issues**

Any discrepancy found with incoming samples is queried by our Site Service department. Query resolution is vital to the reporting process as often times the report is held until the query can be resolved. In our lab environment we strive to report results as soon as possible due to safety and tight study timelines.

We receive roughly 2,500 queries a month from NY Accessioning. Often times our first query is issued between 24 and 48 hours depending on volume and day of week. Sometimes sites will call us with an answer to a query before it's even issued because they see there is a delay in reporting.

Goal - To issue first query within 24 hours of sample receipt 90% of the time.

Speaker**Brian Ascetta, a President of Continuous Improvement Corporation**

Brian Ascetta currently is a President of Continuous Process Improvement Corporation. His education includes a BS in Industrial Engineering from Lehigh University and an MBA in Total Quality Management from Dowling College. Mr. Ascetta holds the following licenses and certifications: ASQ Certified Six Sigma Black Belt; NIST certified trainer in Lean Manufacturing; SME, AME, and Shingo Prize Certified Lean Bronze Sensei; APICS Certified Supply Chain Professional; and NYS Licensed Professional Engineer specializing in Mechanical Engineering. Mr. Ascetta has over 25 years cross-functional experience in engineering, facilities, and production management. He has worked with Fortune 500 and smaller privately held companies.

Experience:

- Implemented Lean Manufacturing techniques for production operations resulting in increased through put and reduced lead times
- Conducted training seminars on Lean Manufacturing and Six Sigma
- Facilitated Kaizen events for production, maintenance and office operations, resulting in increased productivity and improved cash flow.
- Conducted Six Sigma projects to identify root causes and implement process improvements resulting in reduced lead times and improved in quality.

Project Abstract**Lean Six Sigma for the Office**

How does the flow of information impact a business? How does waste and variation apply to office operations? Mr. Ascetta will discuss case studies on lean six sigma in the office, and present keys to success for office process improvement.

Speaker

**Yosef D. Dlugacz, Ph.D., Senior Vice President and Chief of Clinical Quality, Education and Research
Krasnoff Quality Management Institute a division of North Shore-LIJ Health System**



In his previous position as Senior Vice President of Quality Management of the North Shore-LIJ Health System, he was the architect of the impressive and sophisticated quality management structure that integrated quality management methods into every level of care within the vast fifteen hospital system.

Under Dr. Dlugacz's leadership, KQMI develops models for improved patient safety, clinical outcomes and organizational efficiency. He has decades of experience dealing with process variables and educating professionals and the community about the importance of integrating quality management methods into the delivery of care to improve health outcomes. Dr. Dlugacz has educated thousands of professionals in Quality Management philosophy and techniques nationally and internationally. He is an Adjunct Research Professor at New York University, an Adjunct Professor of Management in the Baruch/Mt. Sinai MBA Program in Health Care Administration, an Adjunct Professor of Information Technology and Quantitative Methods and Professional Faculty Coordinator of the MBA Program in Quality Management at Hofstra University, and a Visiting Professor to Beijing University's MBA Program.

Dr. Dlugacz has published widely in health care and quality management journals on a variety of clinical care and quality topics. He is a frequent participant expert in national audio and video teleconferences promoting quality and safety. His book, *The Quality Handbook for Health Care Organizations: A Manager's Guide to Tools and Programs* (2004), has been praised as a valuable text for new quality professionals. His book, *Measuring Health Care: Using Quality Data for Operational, Practical and Clinical Improvement* (2006), helps educate professionals about the relationship between quality care and financial success. His latest book, *Value Based Health Care: Linking Finance and Quality* (2010) explores the relationship between quality care and organizational efficiency.

Project Abstract

Beyond the Borders: What My Students Taught Me

Being immersed in one industry, as so many of us are -- in my case, the health care industry -- can cause us to lose sight of what we all have in common, the universal or fundamental principles we all deal with. In trying to improve processes, for example, we all struggle with the same issues: leadership philosophy and commitment to change, competing methodologies used to identify and prioritize problems, defining and developing appropriate measures for evaluation, establishing effective communication structures,

understanding resource allocation and constraints. Once we get out of our specific areas, our “silos,” we find that we share many of the same frustrations, challenges, difficulties, and routes to success.

My recent class of graduate students at Hofstra University came from all walks of professional life. My goal was to explore with them how methodologies, such as PDCA, Six Sigma, LEAN, could be applied to diverse industries. I hoped to identify what issues could be generalized across industries, and which issues were industry-specific. Their projects targeted analyses of different businesses, from Starbucks to Boeing. Although they each assumed that the issues they identified were specific, such as discovering spare parts in airplanes post-completion, when compared to retained foreign objects in health care, we realized that many concepts cross industrial borders. Once we identified universals, we were able to learn to apply them to our specific industry environments. In this talk, I want to share with you what my students taught me.