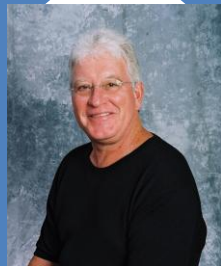


Arizona Quality Alliance Networking Event

Larry is President/CEO of **L² Consulting Inc.** and has over twenty years of experience consulting internationally with businesses, federal and state governments and non-profits to improve processes, skills, knowledge and financial performance. A results oriented consultant with experience in managing change, auditing/assessments, benchmarking, facilitation, strategic planning, six sigma/business process improvement, training (delivery and design), measurement and project management.

Larry has worked for/with teams at Dell Inc., Motorola Inc., and Department of Veterans of Affairs, Arizona Department of Transportation, Arizona Army National Guard, Motorola Ltd. Scotland, Toshiba, Carla Carter & Associates, QPC Services and American Productivity & Quality Center (APQC). Larry's broad range of responsibilities has included Sr. Manager Worldwide Manufacturing Training and Business Process Improvement, Dell Inc.; Sr. Vice President, APQC; and Director SEQUAL V, Motorola Ltd. Scotland.

In addition to being a certified Six Sigma Black Belt; Larry has volunteered as a Quality Award examiner for Arizona and New Mexico. He holds a special education degree from Arizona State University and has co-authored *The Benchmarking Management Guide* and *Mentoring: A Transition*.



Date: Tuesday, 5/18/2010

Time: 4:00 – 6:00 PM

Location:

Scottsdale Unified School District

Education Center / Boardroom

3811 N. 44th St. Phoenix, AZ 85018

(Light Refreshments provided)

Topic: Business Process Improvement

This presentation will discuss the Dell Inc. global implementation of Business Process Improvement, focusing on –

- Critical Elements that drive Performance Improvement
- Hoshin Planning
- Project Selection
- Governance
- Supplier & Customer engagement
- Maturity Assessment – based on MBNQA



Agenda

4:00 - 4:30 – Registration and Networking
4:30 - 5:30 – Topic Presentation and Q&A
5:30 - 6:00 - Networking

Name _____
Company _____
Address _____
City/State/Zip _____
Email _____
Phone _____

Registration

I have enclosed my **check** made payable to:

Arizona Quality Alliance (**preferred payment method**)

Credit Card

Visa MC AMEX

Card # _____

Exp Date _____

Fax to: 480 874-8680, or email to kshepard@arizona-excellence.com, or mail to address below:

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