



Lean Six Sigma A3 and 8D Kaizen Excursions



“We Simplified Our Universe...
So That You Could Improve Yours”



A division of CMA Enterprise
Incorporated



Greetings

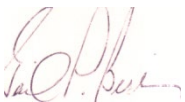
We are proud to introduce our Innovation Center. **The Breakthru Institute (TBI)** is designed to serve as your Conduit to reducing and/or eliminating roadblocks that occasionally arise in our clients' business, talent base, leadership (any level), or processes. Our training experiences focus on best practices, techniques. We also bring into your universe practical tools that are easy to implement in your organization.

Our Training Institute is a wholly owned subsidiary of CMA Enterprise Incorporated and is called The Breakthru Institute. It houses approximately six academies of which one of them is our Lean Six Sigma Academy. Descriptions of the Lean courses follow this correspondence. It is an expansion of our current 25 year old brand and it gives us the latitude to "Explore the Obvious" through Edu-tainment.

We are in the classroom... We are virtual... And We are here to coach you when you want independent study. Our TBI website is www.breakthruinstitute.biz

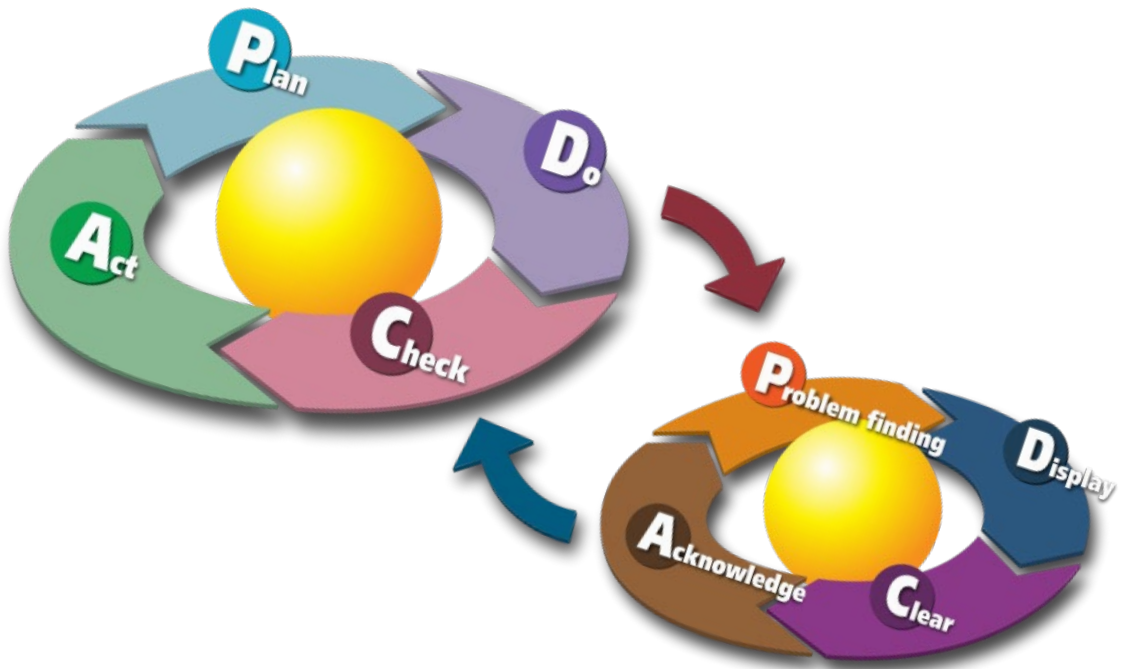
We look forward to your favorable response and if you have any questions, please contact the undersigned at 954-476-3525 or Oliver Williams at 786-286-0010.

Kindest regards,



Gail P. Birks, EMBA, LMBB, IATA
Managing Director
Mediator

What is a Kaizen?

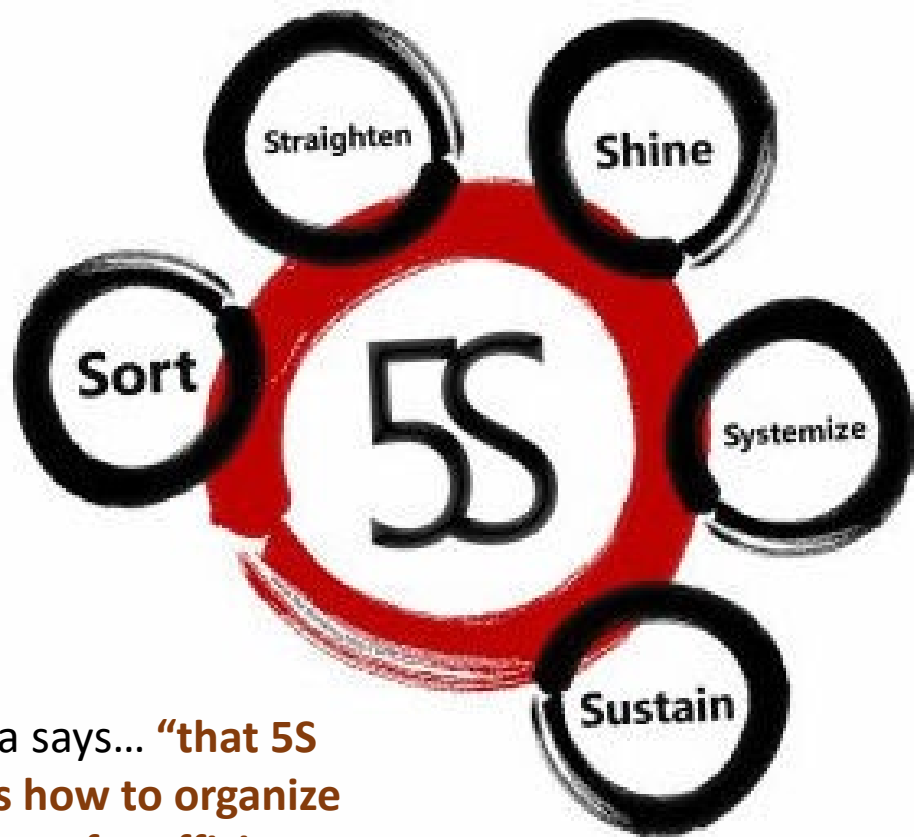


This process is used to identify **small improvement projects (a.k.a. KAIZENS)** that will give you some initial impact and connect to other areas that lead to global impact and ultimately organization and cultural transformation.

When used in the business sense and applied to the workplace, kaizen refers to activities that continually improve all functions, and involves all employees from the CEO to the front line workers.

A Kaizen could last 5 minutes in duration or up to 1 year. These are ***called "Quick and Easy" Kaizens.***

What is the Kaizen Methodology?



Wikipedia says... **“that 5S describes how to organize a workspace for efficiency and effectiveness by identifying and storing the items used maintaining the areas and sustaining new order.”**

Kaizen Excursions: Leading the Charge

The **Workplace Kaizen Excursions** focuses on the process of observing and understanding the current workplace conditions from an administrative view. It employs Lean Improvement tools and Subject Matter Expert teams that design the blueprint for Lean Workplace Sustainability.

This course gives participants the knowledge of specific lean tools and the opportunity to use them in a “real time” work environment from a Subject Matter Expert’s perspective.

What Will I Learn?

- Types of Kaizen Improvement tools and when to use them
- Create a KAIZEN Workplace diagram
- Explore the Obvious for “Risk”
- Draw or expand upon a Process Map / Swim Lane Map
- Direct Process Observation
- Identify the 8 types of waste and develop a Workplace Root Cause Improvement plan
- Identify Lean Improvement metrics: Safety, Quality, Delivery and Cost opportunities
- Establish Accountability Plans to achieve future state sustainability

Participant Criteria?

- Participants do not need to be a Certified Lean Six Sigma Professional,
- The desire to learn the lean method to problem solving and decision making

Excursion Durations?

- A3 Kaizen Tool classes – 1-3 days
- 8D Kaizen Tool classes – 2-4 days
- A3 Kaizens projects - 2-6 months (9 sessions)
- 8D Kaizens Projects – 4-6 months (10 Sessions)

Certification?

- Participants will receive a Certificate of Completion when the course is completed
- HRCI Continuing Education Credits are pending

A3 – Process Improvement Journey

Like our other Lean Six Sigma Excursions, we have a basic toolbox for your Kaizen Excursions. It will differ however for each Journey, because each improvement will have different requirements. But these are usually the tools that can be used at any level.

We have designed an A3 Improvement Journey for you to investigate sustainable transformation in your organization from the administrative level. The toolbox that we use includes...

Up to 1- 2 days (online equivalency)



A3 Reporting	Tools
Plan	• PDCA Graph • Kaizen Blitz Dashboard • Project Team Charter • Problem Definition Chart • Project Necessities Chart • Project Charter • SIPOC • 5S and GEMBA Tracker • Current State Process Flow Chart • RCA & Counter Measures
Do	• SCAMPER • Future State Process Flow Chart • Value Stream Map
Check/Act	Monitoring Plan Next Step Ruler

Note: Belt specific kaizens can be customized for our clients upon request.

8D – Process Improvement Journey

Our 8D Kaizen Excursions incorporate the FMEA dashboard to assist in your business process investigations. While we manage the Kaizens in eight steps called “Disciplines,” we walk you through PDCA only on a SUPERHIGHWAY.

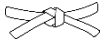
We have designed an 8D Improvement Journey for you to investigate sustainable transformation and risk management for an operations and staff level. The toolbox that we use includes...

Up to 3 days (online equivalency)

8 Disciplines (D)	Tools
0 Planning	- Planning Stage Chart - Project Chart - SIPOC - FMEA Dashboard
1 Planning	Project Team Charter
2 Planning	- Defining the Process Problem grid - FMEA Current State Worksheet - Process Flow Chart - Project Assumptions and Necessities - Cycle Time Analysis (CTA)
3 Planning	- Containment Action Plan - Data Collection Plan
4 Planning	- Waste And Touch Point Worksheets - RCA - FMEA RCA Risk Analysis
5 Planning	Counter Measures Action Plan
6 Do	- SCAMPER - GEMBA Desired State Process Flow
7 Check	- FMEA Prevention - Monitoring Plan
8 Act	Transformation Ruler



TBI Lean Six Sigma Training Universe



White Belt: Assists with process mapping (8 hours)
HRCI Continuing Ed Credits: 8 Credits



Yellow Belt: Front line Team Members
handle The data collection (16-20 hours)
HRCI Continuing Ed Credits: 13.75



Green Belt: Lead Teams, focus
on analysis (64 hours)
HRCI Continuing Ed Credits: 54.5 Credits



Black Belt: Solutionists, Lead Teams,
Train and Coach green and Yellow Belts (80 hours)
HRCI Continuing Ed Credits: 92.35 Credits



Master Black Belt: Oversees Project teams and
associated Team dynamics, functions as Coach
to other levels (100-120 hours)



Other Certificate Training



Champions take responsibility for Six Sigma implementation across the organization in an integrated manner. (Organization Leadership) – (16 hours)
HRCI Continuing Ed Credits: 13 Credits



Lean Business Leader/Entrepreneur: For the Business Leader who must be able to speak the language of their corporate and government clients in order to close the deal. (3.5 days)
HRCI Continuing Ed Credits: 28 Credits



Lean Practitioner (Kaizens): Run your own projects with the tools that will assist you in mobilizing project teams, project management, handoff and monitoring for sustainable integration (1/2 – 1 day; kaizen project timeframes vary by project)
HRCI Credits pending



Lock-step Program: For the Company who is on an accelerated timeline to transform your culture, this is for you. In **6-8 months**, our candidates will **go from yellow to black belt**. If you seek your **master black belt designation**, it is **12-15 months**. See above HRCI Credit reference.



TPS – A Lean Approach: This training focuses specifically on the principles and tools used in this universe of “Lean Manufacturing” as created by Mr. Toyoda and Mr. Ohno. This Lean Course, while originating in the manufacturing climate is not just for professionals in that industry. The tools and critical thinking can translate across industry lines. (3.5 days)



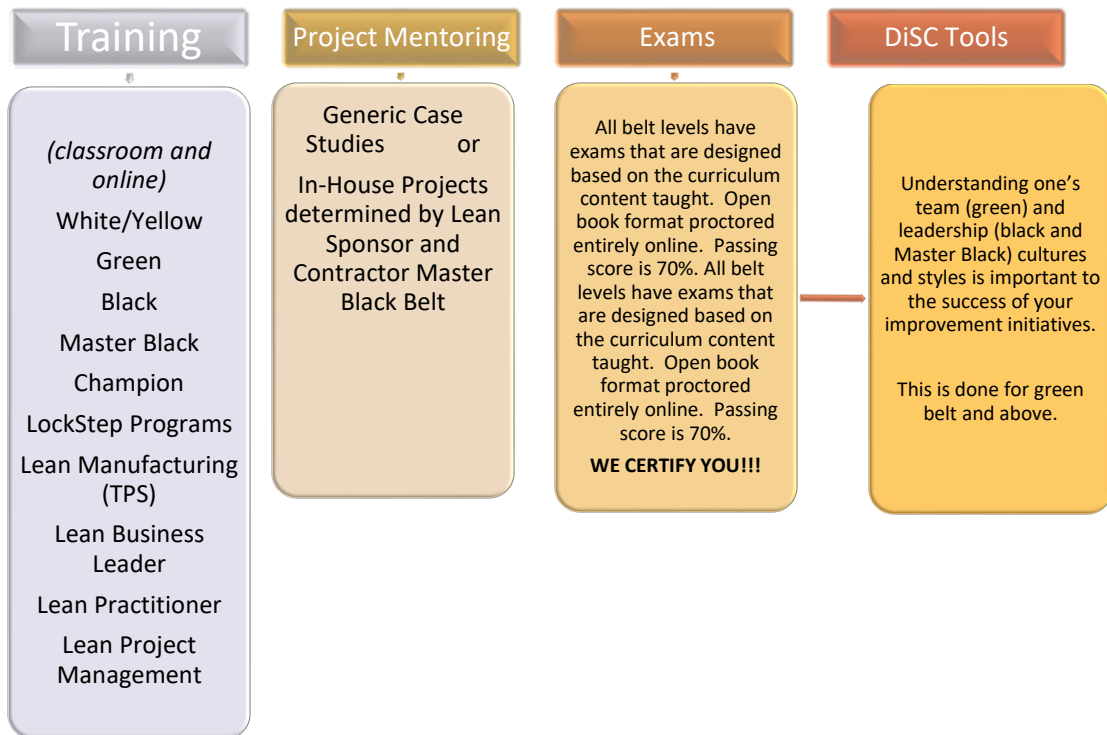
Lean Project Management: The training will introduce all of the key elements of Project Management in accordance to the body of knowledge with emphasis on the core methods and analytical tools that are important to sustainable and successful project management (PM) with a “taste” of Lean Six Sigma.
HRCI Continuing Ed Credits: 6.75 Credits



Outcomes – Driven Contracting Supply Chain Management and Acquisition Designed to assist the Organization’s Leadership and Front Line (general workforce) in guiding their respective teams and sometimes the customers on how to maximize their acquisition experience. Attendees will be exposed to the key fundamentals of serving the most important person to your company... THE CUSTOMER, however that is defined.

What makes us different from our Competition?

At CMA Enterprise Incorporated, we have a distinct uniqueness when compared to our competition, regardless of the size of the organization. That DIFFERENTIATOR is that we are a ONE-STOP-SHOP when it comes to the Lean Six Sigma Journey. We have taken the time to ensure your success. Ours is 100% completion rate with average exam scores of 88-99%. Our Candidates succeed because of our CONTINUUM OF LEARNING WITHOUT INTERRUPTION. It is because we offer the following on your journey...



All sessions include course materials, certification exam (if applicable), and project mentoring.



Lead Project Consultant



Gail Birks, EMBA, LMBB, IATA

Gail Birks is the founding Principal with CMA Enterprise Incorporated. Professionally, Ms. Birks has served the South Florida Business community for nearly nine years as a Middle Market Assistant Vice President with Southeast Bank, NA and SunTrust/Miami, NA respectively. She holds a Bachelor Degree in Economics and Finance from Tennessee State University in Nashville, Tennessee where she was also enrolled in the University's Honors Program. She is a graduate of the Executive MBA Program at Florida International University and has completed post-graduate work in the area of Industrial Psychology and Personnel Staffing and Administration. She was also voted "Best Presenter" by her 1999 graduating class.

Ms. Birks is also a Certified Mediator and Arbitrator for the Florida State Supreme Court. Her Certifications encompass Circuit/Civil, County and Residential Mortgage Foreclosure. She has extensive experience in mediating conflicts in the workplace, customer service grievances, contract disputes, insurance claims, employee relations (and supervisor/employee matters.).

Ms. Birks has served as an **Independent Corporate Director since 1994**. She has been a part of the governing body of a financial institution that began as a privately held organization before merging in 2005 with a publically traded financial holding company and repurchased by private investors in 2009. Ms. Birks also has over 30 years of experience in board leadership and an expertise in board development and governance having served on and consulted numerous non-profit and civic boards in South Florida. In 2012, Ms. Birks received an invitation from the NYSE to attend a conference of Diverse Independent Corporate Board of Directors in NYC

And in June, 2013, she was a featured panelist for a workshop on "Enterprise Risk Management. A Director's Perspective" and the American Leader's Conference. Ms. Birks was also named as a "Director to Watch in 2014" by **Directors and Boards Magazine** (September Issue).

Ms. Birks, a published author of four books, holds an advanced ***Certification in Lean Six Sigma***. She is a ***Lean Master Black Belt through her matriculation at*** Florida Atlantic University (September, 2013). Her other professional certifications include but are not limited to the following: Certified Total Quality Management Training, Certified Self-Directed Workgroup Training, Advanced Sales Training and Management Credit Training. In 2006 Ms. Birks was selected to be a Protégée with Accenture, LLC at the national level in their Inaugural Mentor/Protégée Program.

Her consulting and business concepts have been featured in numerous cover stories in the Miami Herald and other South Florida Circulars. She has raised the awareness of grassroots and corporate clients through her consulting and training exercises, resulting in heightened awareness in the areas of organization and cultural diversity, self-directed workgroups and high performance teams, and process improvement. She has designed and facilitated sessions as well as consulted on a local, regional and national levels for public, corporate and nonprofit organizations.

Ms. Birks is SME in Curriculum Design and Facilitation. Industries served include: Financial Services (Banking and Finance), Telecommunications, Automotive and Manufacturing, Food Service, Utilities, Logistics, Hospitality, Health Care, Pharmaceutical, Housing, Education, and Government (State, Local and Federal). She have also worked with domestic and international corporations during her professional career.

Ms. Birks' honors include: 2012 Top 100 Most Influential Black Professionals in South Florida – ICABA; Top 50 Most Powerful Black Professionals in South Florida -2011; Alpha Kappa Alpha Sorority, Inc., Top Hat Award in Business and Entrepreneurship - 2008; Greater Fort Lauderdale Chamber of Commerce Women's Council of Commerce Circle of Excellence Award in Business – 2007; "In The Company of Women", Miami Dade County – 2001; National Association of Business and Professional Women Business Champion – 2001; FIU- Executive MBA Class of 1999, "Best Presenter"; JM Family Enterprises African American Achiever.

Ms. Birks is a proud member of Alpha Kappa Alpha Sorority, Inc.

