

Coming in 2010...

New UB Certifications!



UB Blue Belt™ Training *for Health Care...*



**Your job is about caring for the health of others.
Our job is to help you do it better.**

- ✓ *Want to reduce medical record errors?*
- ✓ *Want to eliminate the 8-forms of waste that lurk in every corner?*
- ✓ *Interested in improving operational effectiveness?*
- ✓ *Ready to tackle headaches that plague overcrowding and reimbursement procedures?*

At University at Buffalo's Center for Industrial Effectiveness, we want your health care organization to reap the rewards of streamlined processes so that more of your focus can be placed on delivering services to patients. We will empower your employees by providing them the tools necessary for creating a more efficient, money-saving approach that reduces variability within the organization.

UB Blue Belt™ training incorporates elements of Lean and Six Sigma along with other proven business models such as process change management, PDSA, DMAIC (Define, Measure, Analyze, Improve, Control), error proofing and performance metrics to improve operational efficiency within the health care sector. Students gain practical experience by completing an extensive outcome-based worksite project with a UB mentor to identify and eliminate waste, improve processes and plan for sustainability.

Lean Six Sigma Blue Belt™ is equipped to handle all of the above, and more...

UB Green Belt Training *for Human Resources...*



Ideal for Human Resources & Worksite Health Promotion Personnel

This program offers a blended learning approach that combines web-based learning with traditional classroom instructor-led training to deliver a "top notch" Lean Six Sigma program specifically designed for HR employees. Participants learn how to use the DMAIC problem-solving methodology and well-tested process improvement tools.

Participants learn "how" to analyze Return On Investment (ROI) and Voice of the Customer (VOC), tie-in benefits of training programs to overall corporate balance scorecards, to use techniques to achieve quicker turn-around times for hiring processes and "how" to analyze health promotion dollars spent to predict cost-savings on health expenditures. This program helps ensure process control for long-term growth and sustainability.

www.tcie.buffalo.edu

Call 716-636-2568x14 for Details!

UB-TCIE's Quality Health Improvement Division



Learn "how" to determine ROI.