





Qualifications

Caroline Ambrose, MT (ASCP), CQM, CSSBB

- Lean Six Sigma Black Belt with over 20 years of experience in healthcare
- Technical expertise conducting operational audits and assessments of small and large scale laboratories
- Combine Lean Six Sigma fundamentals with Activity Based Costing to provide clients with a rounded approach to process optimization
- Certified trainer/facilitator, certified Quality Manager (ASQ) and certified Lean Six Sigma Black Belt
- Bachelors of Science in Medical Technology from Michigan State University, Graduate credits at Eastern Michigan University in Quality Technology

Claudine Panick, MT (ASCP), MBA, CSSBB

- Lean Six Sigma Master Black Belt with 15 years of experience in healthcare
- Primary focus on process optimization, business planning and revenue growth
- Former Regional Administrative Director of Laboratory Services for Adventist Health's Midwest region
- Developed and implemented process improvement initiatives around equipment standardization, services consolidation and facility redesign
- Masters in Business Administration from Keller Graduate School and Bachelors of Science in Medical Technology from University of Illinois-Chicago

S	Seminar Timeline		ASCENDIUM
	8:30 –10:15	Lean Six Sigma	
	10:15 – 10:30	Break	
	10:30 – 12:00	Tools	
	12:00 – 1:00	Lunch	
	1:00 – 3:00	Solutions	
	3:00 – 3:15	Break	
	3:15 – 5:00	Case Studies Discussion	
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Example:	Access	ioning				
	Supplier	Input	Specimen	Output	Customer	
	1111		Stamp Triage Accession Dispersed to Testing	[[1]	142 1	
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Six Sigma Calculation		ASCENDI	LIM"	
Determine number of defect opportunities per unit	:	O =	2	
Determine number of units processed		N =	100	
Determine total number of defects made; include of and later fixed	D =	7		
Calculate defects per Opportunity	DPO = <u>D</u> N x	_ = 0	0.035	
Calculate yield.	Yield = (1-DPO) x 1	00 =	96.5	
Look up process sigma in conversion table:	Process Sign	na =	3.3	
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