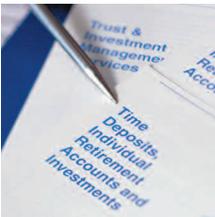


Six Sigma for Financial Services

Performance Improvement Solutions



Six Sigma Qualtec



Six Sigma Qualtec is a premier provider of performance improvement training, consulting and technology solutions. We've established a financial services practice, to focus on your industry-specific needs. We can help improve the enterprise value of your company by putting the focus on your customer. Six Sigma for Financial Services, the first Six Sigma training program designed specifically for professional financial services providers, can help.



The Program

Six Sigma for Financial Services is a training program designed specifically to drive change and improve process performance within financial institutions – including banks, mortgage lenders, leasing and insurance companies. Six Sigma for Financial Services leads participants through advanced problem-solving and process analysis techniques relevant to your “real world” business setting. The course also includes an introduction to sophisticated Simulation Modeling.

KEEP THE CUSTOMER

Understand customers' needs and provide services to match. That means providing value while exceeding their expectations. Delight your current customers – and position yourself for easily obtaining new ones.

IMPROVE BUSINESS RESULTS

It's simple: reduce your costs and increase your margins. That means collapsing the time spent on your processes and minimizing errors. Understand your organization's critical operations and the processes that drive them. Then develop new and better ways to conduct your business.

YOUR PARTNER IN SUCCESS

Six Sigma Qualtec provides a rigorous, straightforward deployment of training and tools to fully equip your people to achieve and sustain improvements to your business long after training is completed. Our account managers have managed more than 100 deployments and stand ready to offer their expert assistance – whenever and wherever you need it.

Business Benefits

Reap the rewards when you learn to:

- Reduce cycle time and increase efficiency
- Standardize practices and eliminate poor decision-making processes
- Apply simulation modeling to safely manage organizational change
- Learn technical skills such as decision point analysis, process mapping and simulation.
- Acquire project management and leadership skills such as developing metrics, project selection, team leadership and change management.

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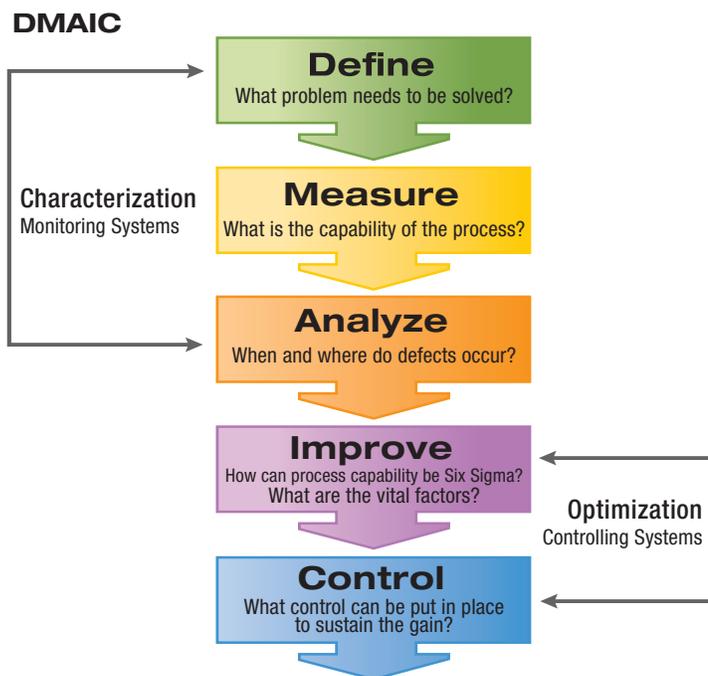


Six Sigma Qualtec

Creating Leading Change Agents

Six Sigma for Financial Services consists of comprehensive grounding in the five crucial phases of problem identification and resolution – Define, Measure, Analyze, Improve, Control (DMAIC). Attendees acquire the ability to focus rigorous, data-driven analysis and process management on your critical processes.

Each phase consists of one week of training followed by four weeks of knowledge application on a “real world” project, making an immediate impact within your organization.



Fully Deploying Six Sigma for Finance

Successful deployments include proper training and preparation of other crucial workforce populations. You will use these crucial five phases of Six Sigma in problem identification and resolution:

Define

- Overview of Six Sigma for Financial Services
- Project Selection
- Advanced Process Mapping
- Software Tools and Basic Statistics
- Project Management and Team Development

Measure

- Metrics for Service Environments
- Statistics of Non-normality
- Decisions Systems Analysis
- Process Capability and Performance Measurement
- Process Simulation

Analyze

- Components of Variation
- Graphical Analysis
- Inferential Statistics
- Communication Skills

Improve

- Simulation Modeling
- Design of Experiments
- Cross-functional Team Dynamics
- Improving the Current Process vs. Creating a New Process

Control

- Developing a Control Plan
- "Mistake-Proofing" a Process
- Change Management Plan
- Process Management
- Knowledge Transfer