

# Not For Profit Resource Center

742 Delaware Avenue • Buffalo, New York 14209  
716-887-2757 • [www.uwbec.org/notforprofit.htm](http://www.uwbec.org/notforprofit.htm)  
E-mail: [joseph.roccisano@uwbec.org](mailto:joseph.roccisano@uwbec.org)

## Six Sigma Quality Improvement in Nonprofits

### Please join us:

**When:** Thursday, August 21, 2008 from 9:00 – 11:00 a.m.

**Where:** United Way of Buffalo & Erie County, 742 Delaware Avenue, Buffalo 14209  
Parking entrance off Summer Street

**Why:** You will get a first hand look at the benefits of Six Sigma, and hear from several nonprofits already using Six Sigma. You will also learn how your nonprofit can sign up for free Six Sigma training, focused on improving a significant process in your organization.

Six Sigma is a measurement, methodology and strategy to eliminate variations and defects from processes. For nonprofits, this can lead to faster service to consumers; serving more people; and, serving them more consistently.

Several nonprofits are already using Six Sigma. We prototyped this program with Consumer Credit Counseling Service. Since then, we have also helped Benedict House; Catholic Charities; Community Services for the Developmentally Disabled; Food Bank of Western New York; Meals on Wheels for Western New York; and United Way of Buffalo & Erie County.

You will hear from Six Sigma nonprofits and William J. Hill, Ph.D. Bill was formerly a director of Six Sigma at Honeywell, and the director for the Center for Quality and Productivity Improvement at the University of Wisconsin. In his retirement, Bill now volunteers through the Not For Profit Resource Center, an initiative of the United Way of Buffalo & Erie County, to help nonprofits implement Six Sigma projects.

Free Six Sigma classes will begin again in September. Participating nonprofits will select an improvement project within their organization. They then will attend a two-hour introductory session, followed by four classes, each four hours in length, approximately two weeks apart. Class dates are the mornings of Thursday, Sept. 25; Tuesday, Oct. 7; Thursday, Oct. 23; Thursday, Nov. 6; and Thursday, Nov. 20. Teams will work on their projects during and between classes.

To RSVP for the August 21st informational session, please contact Gail Calisto at [gail.calisto@uwbec.org](mailto:gail.calisto@uwbec.org) or 887-2776. Please respond by August 7<sup>th</sup>.