



United Way
of Buffalo & Erie County
**Not For Profit
Resource Center**

742 Delaware Avenue
Buffalo, New York 14209
Phone: 716-887-2757
Fax: 716-887-2770
E-mail: nfprc@uwbec.org
www.uwbec.org

Six Sigma Quality Improvement in Nonprofits

Please join us:

Tuesday, August 10, 2010

9:00 – 11:00 a.m.

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

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 reduce variation and defects in processes. For nonprofits, this can lead to faster service to consumers; serving more people; and, providing more consistent services.

We have helped 30 nonprofits work on 37 improvement projects. These projects have addressed important issues such as accurate and speedy client intake; improved compliance with regulatory required training; accurate communication with donors; accurate documentation of service delivery; promptly filling residential vacancies; promptly filling staff vacancies; increasing productivity of service delivery; reducing “no show” rates; and promptly obtaining insurance authorizations. These are only examples. You would choose your own improvement project.

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 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 Tuesday, September 21; Tuesday, October 5; Tuesday, October 19; Tuesday, November 2; and Thursday, November 18. Teams will work on their projects during and between classes.

To RSVP for the August 10th informational session, please contact Gail Calisto at gail.calisto@uwbec.org or 887-2776. Please respond by August 5th.