



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

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Six Sigma Quality Improvement in Nonprofits

Please join us:

Wednesday, February 24, 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 24 nonprofits work on 30 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.

With hard work, over a period of time, nonprofits have seen these types of improvements from our Six Sigma workshops:

- No shows reduced by 20%, with productivity increased by 30%
- Defects reduced by 95%, with costs reduced by \$19,000
- Compliance rate doubled
- Number of people served doubled
- Number qualifying for assistance increased by 64%
- Time to start a service reduced by 27%, with revenue increased by \$500,000

At the informational session, 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 the end of March. 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 Wednesday, March 31; Wednesday, April 14; Wednesday, April 28; Tuesday, May 11; and Wednesday, May 26. Teams will work on their projects during and between classes.

To RSVP for the February 24th informational session, please contact Gail Calisto at gail.calisto@uwbec.org or 887-2776. Please respond by February 19th.