

**MEMORANDUM**  
**Lean Six Sigma Service Excellence Discount Coupon**

TO: Washington State Quality Alliance

FROM: The Performance Management Group LLC

RE: **LEAN SIX SIGMA SERVICE EXCELLENCE BLACK BELT CERTIFICATION**

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Starting Monday July 12, 2010 The Performance Management Group LLC will conduct a lean six sigma black belt certification training program for service companies in Seattle, Washington.

The Lean Six Sigma Black Belt Certification Program for Service Excellence is a rigorous 80 hour program (1 week per month for 2 months) produces competent graduates who effectively implement the Six Sigma principles that drive performance improvement for non-manufacturing organizations.

Upon successful completion of the program, each candidate will receive his/her Black Belt Certification and will be recognized as an expert practitioner in:

- ✓ Process design and improvement.
- ✓ Project Management
- ✓ Eliminating organizational failures, errors and waste.
- ✓ Producing long term customer loyalty.
- ✓ Improving call center efficiencies.
- ✓ Improving process cycle times.
- ✓ Facilitating cross functional work flows.
- ✓ Establishing operational excellence programs.
- ✓ Root cause analysis.
- ✓ and much more!



**Cost:** \$3,500.00 per trainee (includes certification examination, materials & software)

**Discount Coupon:** a 10% discount is offered to your member's participants who **register by Monday July 05, 2010** – your organization's coupon code is below

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Discount Coupon Code: WSQASEA7122010

PMI Professional Development Units: 65 Continuing Educational Units: 6.5

Register at: <http://www.helpingmakeithappen.com/trainingschedule.html>

Enter registration information and discount coupon code by **Monday July 05, 2010**