

## Six Sigma Quality Improvement in Nonprofits

**Please join us:**

**Tuesday, August 19, 2014**

**9:00 – 11:00 a.m.**

**United Way of Buffalo & Erie County  
742 Delaware Avenue, Buffalo 14209**

Parking entrance off Summer Street



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

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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 65 nonprofits work on 88 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.

Six Sigma Forum Magazine of the American Society for Quality has recognized our work by publishing our article "[A Helping Hand](#)" in the August 2010 issue. You can also find the article at [www.uwbec.org](http://www.uwbec.org), go to “for nonprofits” across the top menu, select “Six Sigma” on the drop down menu.

Free Six Sigma classes will begin again in October. Participating nonprofits will select an improvement project within their organization. They then will attend five classes, each 4.5 hours in length, two weeks apart. Class dates are from 9:00 a.m. to 1:30 p.m. on the following Tuesdays: October 7; October 21; November 4; November 18; and December 2. Teams will work on their projects during and between classes.

To RSVP for the August 19th informational session, please contact Gail Calisto at [gail.calisto@uwbec.org](mailto:gail.calisto@uwbec.org) or 887-2776. Please respond by August 12<sup>th</sup>.