

Lean Six Sigma Black Belt Designation

**Lean Production
Fundamentals that Drive
Performance Improvement**

**Identifying, Isolating
and Purging Waste**

**Essential Statistical
Process Controls
and Analytics**

**Lean Six Sigma Design
for World Class
Service Delivery**

**Accelerating Work
Velocity and Process
Cycle Efficiencies**

**Lean Six Sigma
Customer Experience
Design, Deployment and
Advocacy**

**Engineering Costs Out
of Insurance Products
and Processes**

**Lean Start Up
Organizational
Approaches and
Minimum Viable Product
Constructs**

**Staging Lean
Transformations and
Kaizen Continuous
Improvement Best
Practices & Disciplines**



Designing & Building the Lean Insurance Organization

**Mastering and Applying
Lean Six Sigma Best Practices
to achieve
Breakthrough Performance**



**Earn your Lean Six Sigma Black Belt Certification
through a highly robust development program
specifically designed to the unique requirements of
insurance leaders and professionals**

**A high impact conference focused on achieving
rapid and extraordinary results through the
masterful application of contemporary Lean Six
Sigma techniques**

**March 23-25, 2021
Virtual Distance Learning**

The Compelling Need to Go Lean

The Message is Clear and Growing Ever Louder

Be passionate. Be Bold.
Always keep learning. If
you are not learning new
things, you stop doing
great and useful things.

- Satya Nadella



Listen. Just Listen. To every business news cast. With every passing day. With every quarterly earnings report. Listen to every customer. To every current customer. To every targeted customer. To every lost customer. The message is growing louder. It is becoming ever increasingly defiant. Get ready to get much better. Better than before. Better than now. Better than the best competition. Get better faster. There is no slack time. There is no room for waste. Every step in every process. Every position in every function. Every piece of work. Every input and every output. Every product. Every decision. Must add unquestionable value. Rapidly. With unrelenting quality. And in just the right quantity. Without delay. With less resources. Achieving far greater returns on investments. Returns that were previously unimaginable. While consistently delivering a thoroughly delightful customer experience. Enabled through powerful tools and techniques. And enacted by highly skilled, flexible, motivated individuals. Focused individuals. Individuals with a passion for the business. Individuals with a sense of urgency. With far broader and deeper skills than before. People dedicated to constantly learning and relentlessly seeking new and better ways of working. Of achieving. Of innovating. People working collaboratively within accountable teams. Teams that are tenaciously executing and continually self improving. Teams seamlessly linked and integrated through robust and resilient value creating processes. All evidenced through powerful analytics.

**"You don't
discover new
continents
without the
courage to
lose sight of
old coasts."**

- Andre Gide



The 2021 Lean Six Sigma Black Belt certification class will be conducted through the CIOP Institute's Virtual Distance Learning Platform from 9:am–5:00pm Tuesday March 23rd and Wednesday March 24th. The Thursday March 25th session will be conducted from 9:am to 1:00pm.

The Emergence and Application of Lean Six Sigma within the Insurance Industry

Innovate, Disrupt, Reinvent, Transform – the Stakes Could Not Be Higher

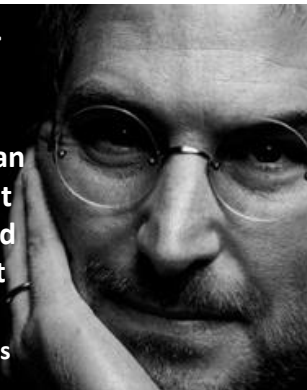
It is no wonder that against the backdrop of a business and economic environment that is now and will be forever demanding that organizations produce far more with far less - while finding new avenues of innovation - that insurance organizations are increasingly reaching for and applying Lean Six Sigma. Lean Six Sigma is a management framework that combines the power of lean manufacturing disciplines, the process precision and quality of six sigma and the business goal and outcome orientation afforded by the theory of constraints. It blends and leverages the three methodologies into one integrated approach that optimizes the quality and speed of doing business while removing costs from the business. The immediate benefits of Lean Six Sigma are dramatic. Waste in all its forms is identified and purged from the enterprise, core processes and business practices. Lead times are compressed. Productivity increases in a quantum fashion. Cash flow is accelerated. Wait times are mitigated as process cycle velocities accelerate and flow time efficiencies rapidly increase. Defects and rework are prevented. Customer satisfaction and profitability improve as the business expands. Perhaps most importantly, Lean Six Sigma frees insurance knowledge workers, such as underwriters, developers and claims adjusters, to focus on the work that creates the greatest value – they contribute far more by doing far more of what they were hired to do.

In times of change,
learners inherit the earth,
while the learned find
themselves beautifully
equipped to deal with a
world that no longer exists.

- Eric Hoffer



Simple can be harder
than complex. You
have to work hard to
get your thinking clean
to make it simple. But
it's worth it in the end
because once you get
there you can move
mountains. – Steve Jobs



**Companies must keep
innovating. Companies are
like sharks. If they stop
moving they die. – Mark Benioff**




Closing the Lean Six Sigma Insurance Talent Gap

The Critical Need for Experienced Insurance Professionals and Leaders Who Have Attained Their Lean Six Sigma Black Belt Level of Mastery

Its benefits may be prodigious, but Lean Six Sigma also presents a particular challenge to the insurance industry. The demand for experienced insurance professionals and leaders who are recognized Lean Six Sigma practitioners is far outstripping the supply of qualified talent. The Lean Six Sigma Black Belt Designation Class; Designing and Building the Lean Insurance Organization – is based on the overwhelming demand for a Lean Six Sigma development and certification program that is both rigorous in content as well as practical in its focus on insurance. Organized around the constructs and phases of a Lean Six Sigma insurance initiative, this seminar is designed to provide attendees the knowledge, skills, insights and a comprehensive toolkit that can be immediately applied to the significant benefit of their firms. The CIOP Institute's Lean Six Sigma Black Belt Designation Program is quite unique in that it provides participants a powerful professional development experience and the opportunity to secure the Lean Six Sigma Black Belt designation in an effective and efficient fashion.

Who Should Attend?


The forces of change that are sweeping across the insurance industry are challenging all insurance organizations to reinvent their business models and practices to focus on speed, agility, resilience and innovation. The Lean Six Sigma Black Belt program is a highly interactive, intense talent development experience like no other. It is for all insurance professionals and leaders who are striving to take their organization, those around them, and themselves to a higher level of capability and performance. It is for those who seek a uniquely rewarding development experience that makes them better in their current position while preparing them for the higher levels they aspire to.




We cannot achieve breakthroughs in performance by simply throwing better technology at existing processes. Rather, we must skillfully challenge old assumptions and outdated rules that are making the business underperform; making it less than what it could be. - Michael Hammer

The Lean Six Sigma Black Belt Certification Process; The Journey to Professional Excellence & Recognition


Today's insurance context is like no other before. Disruption and innovation are replacing the tried and true. Traditions, while honored, are no longer constraining what is possible. What is needed. What is needed of every insurance organization. Every insurance professional and leader. Carriers that adapt and succeed in this era of discontinuity will discover new ways of operating. New ways of coming to market. With far greater precision, agility and speed. These are the carriers that will adopt, adapt and build upon lean six sigma concepts, tools and techniques to purge waste in all its forms while concurrently designing and delivering a superior insurance customer experience. Standards of performance will be aggressively raised and met. And be raised and met again and again. Lean based performance initiatives will advance in a far more integrated fashion. With certainty of impact. Excesses will give way to the essentials. This more holistic approach to designing new ways of working requires broader and deeper knowledge. Today's IT specialist cannot rely simply on a grasp of technology and digital – just as functional subject matter experts cannot rely on automating their way to achieve better results. Lean innovation and compelling creativity is the new paradigm. The Lean Six Sigma Black Belt (LSSBB) program generates this knowledge and capability through a concise five step process:




APPLY: Each candidate completes and submits a LSSBB Application and Registration form as contained in this brochure – or the applicant contacts the CIOP Institute directly at 866.930.CIOP to register by phone




PREP: 30 - 45 days prior to the LSSBB Designation Class candidates are provided a preparation package containing relevant thought leadership articles and other reference material to begin conditioning new thinking, new learning and new possibilities. Textbooks are mailed to attendees two weeks prior to the program.



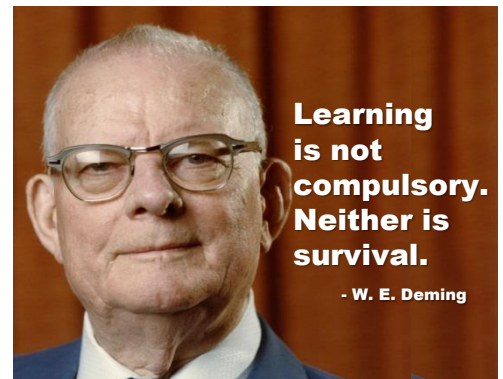
ENGAGE: Candidates participate in the two and a half day LSSBB conference that presents the key bodies of knowledge, underlying concepts, tools, and techniques for mastering and applying lean six sigma to achieve break through performance at the enterprise, functional, team and individual levels



CAPSTONE PROJECT: Recognizing adults learn by doing, participants are provided a take-away assignment that helps them review and reinforce the key concepts covered in the LSSBB Conference. This capstone project is intended to be completed with approximately 30 hours of additional effort spread over 180 days; which enables candidates to complete the assignment while complementing their current daily job responsibilities and providing immediate beneficial application to their sponsoring organizations. Completion of the post conference capstone project results in awarding the Lean Six Sigma Black Belt Designation



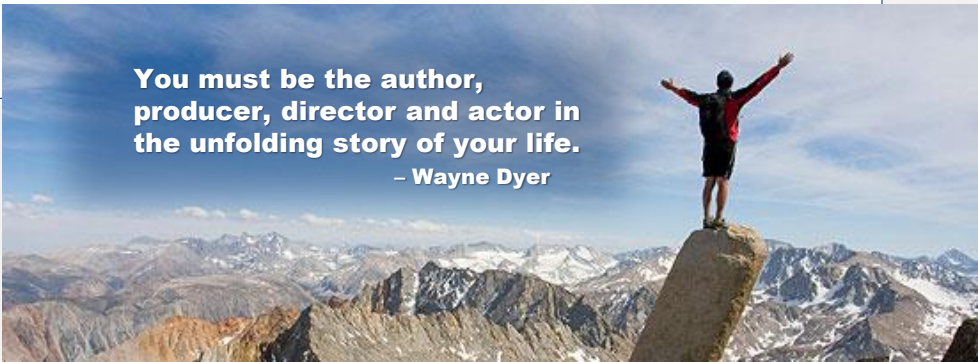
CONFERMENT: The senior leadership of each candidate's sponsoring firm are advised of the candidate's success in attaining their Lean Six Sigma Black Belt level of mastery. An all-points insurance industry press release is distributed announcing the professional achievement of the new LSSBB Designees. The graduates receive their Lean Six Sigma Black Belt certificates and diplomas



Robust Content for High Performance

The Lean Six Sigma Black Belt Conference is an intense and high impact professional development experience; An impact of immediate and significant business benefit; An impact that will last a lifetime. The teaching approach is highly interactive. Deep knowledge and content is conveyed quickly and reinforced by “how-to-apply” actual insurance case studies – delivered engagingly by insurance industry Lean Six Sigma Master Black Belt instructors and practitioners who excel at simplifying complex concepts. A high-level list of some of the topics covered include:

- Fundamentals of Lean, historical roots and foundation of Lean based performance improvement, underlying and guiding concepts, standardization of processes, practices and products, the emergence and progression of the Toyota Production System and its translation to the insurance service industry, Lean optimization and integration of process, people, and technology
- Transforming every employee into a source of continuous performance improvement, increasing employee mindfulness, the concept of jidoka, the power of employee self reflection and hansei, the continuous and skillful Lean journey to perfection, the power of habit – improvement and coaching katas, Lean leadership, elevating the performance of every employee and work process
- Identifying and eliminating waste, purging the operation of nonvalue adding work, customer centric Lean design, the ten forms of waste and how to eliminate them, transforming from a push to a pull production system, addressing unnecessary work, unevenness, and overburden in the process flow
- The power and discipline of Lean metrics, takt time, lead time, target cycle time, flow time efficiency, isolating and eliminating unwanted variance against Lean standards of high performance, visual management of Lean measurements and kanban, statistical process control, causation vs. correlation and root cause analysis; conducting skillful and accurate Lean operational diagnostics
- The art and science of conducting gemba walks; going to the source of value creation and making it better, CT(X) trees, roll through yield, measurement and improvement techniques, design for six sigma, PDCA on steroids and the design of experiments and innovations, the concept and measurement of the vital few, pareto analysis and Ishikawa root cause mapping, a complete review and understanding of the entire toolkit of lean black belt techniques and applications
- Six Sigma and Deming's 14 principles updated for today's insurance business context, advancing the sigma performance of insurance operations and processes while improving the customer experience, measures of central tendency versus variance, identifying and solving unwanted variance against proper standards, value stream and customer journey Lean mapping
- The Lean Start-Up organization principles and practices applied to traditional insurance carriers, staging Lean disruption and innovation practices in insurance, minimum viable products and services, Lean planning and hoshin kanri, catch ball, the Lean X-Matrix, planning for Lean success
- Conducting kaizen, agile and scrum kaizen, attaining rapid improvements through kaizen, designing and sustaining higher performance, theory of constraints principles and applications, identifying and addressing bottlenecks and performance constraints, managing the loss function and mitigating risk, Kano design, improving the user experience, Lean and digital integration and resonance, the five prevailing laws of Lean and improving process capacity and performance; tollgate decision events, graphical business case and high impact presentations, operational modeling and business architecture within a Lean context – creating new possibilities and higher performance with less



**You must be the author,
producer, director and actor in
the unfolding story of your life.**

– Wayne Dyer



LEAN SIX SIGMA BLACK BELT (LSSBB) DESIGNATION CLASS

March 23-25, 2021
Virtual Distance Learning

HOW TO REGISTER



Phone: 866.930.CIOP



Fax: 866.308.9686



Mail: 2051 Craigmere Dr.
Suite 200
Charlotte, NC 28226



VIRTUAL DISTANCE LEARNING

The 2021 LSSBB designation session will be conducted through the CIOP Institute's virtual learning platform. Participants will experience the renowned Lean Six Sigma Black Belt certification program in a real time remote highly interactive learning environment. No additional costs on your part as distance learning participants are provided easy to follow instructions and links to the CIOP Institute's secure virtual learning platform – along with immediate real time access to our staff and host for any assistance in preparing for, and throughout, the class. All session materials including program textbooks are mailed to distance learning attendees two weeks prior to class.



REGISTER EARLY!

Attendance is intentionally limited to support the highest degree of interactive learning. Please register early to avoid being wait-listed

APPLICATION & REGISTRATION FORM

NAME

TITLE & DEPARTMENT

COMPANY NAME

PHYSICAL BUSINESS MAILING ADDRESS

CITY, STATE, ZIP/POSTAL CODE

TELEPHONE

E-MAIL

TUITION: \$2,775 before March 10th – \$2,975 after March 10th

DISCOUNTS: 5% for CIOP Designees; 10% for teams of 3-4;
20% for teams of 5-9; 30% for teams of 10 or more

PAYMENT METHOD

CREDIT CARD PAYMENT FOR \$ _____

Credit Card Number (VISA, MC, AMEX only) Expiration Date

☐ I prefer to pay by check. Please use the credit card information above to guarantee my registration. I understand that if my check is not received within four weeks prior to the conference the CIOP Institute will charge my credit card. Please make payable to the CIOP Institute, 2051 Craigmere Dr. – Suite 200, Charlotte NC 28226

TERMS & CONDITIONS

- Cancellations and transfers can be accommodated up to March 1st - An administrative charge of \$500 will be assessed cancellations and transfers
- Payment must accompany registration and payable in US Dollars

FIRST CLASS



Introducing Virtual Distance Learning

Utilizing the CIOP Institute's virtual learning platform you can now experience our renowned professional and leadership development programs in a real time remote highly interactive learning environment. No additional costs on your part as distance learning participants are provided easy to follow instructions and links to the CIOP Institute's secure virtual learning platform – along with immediate real time access to our staff and host for any assistance. All session materials including program textbooks are mailed to distance learning attendees two weeks prior to class.

Our virtual remote learning approach is exactly the same as our on-company-site and centrally conducted programs; High impact content delivered through engaging instruction that enables participants to excel in their current position while preparing them for the higher responsibilities they aspire to.

