



#### **Memphis Chamber of Commerce Training uses Going Beyond Lean Six Sigma and the Balanced Scorecard Books**

(Austin, TX – Feb. 26, 2009) MSQPC and Smarter Solutions, Inc. have teamed to conduct Beyond Lean Six Sigma and the Balanced Scorecard training in Memphis, TN. In a two-day workshop and Green Belt training, frequent references are made to the four books in the Integrated Enterprise Excellence (IEE), Going Beyond [Lean Six Sigma](#) and the [Balanced Scorecard](#) series. These books provide roadmaps and tools sets for blending Lean and Six Sigma tools at both the process improvement project execution level and business management governance system as well.

MSQPC Executive Director, Dr. Donn Fisher, makes the following statement about Forrest Breyfogle's four book series: "Forrest's Innovation Creation Process (ICP) interjects a "right brain/left brain" approach to the integration of Lean and Six Sigma tools at both the project execution and enterprise level. ICP offers a practical method for organizations to use innovation to improve products, programs, services, processes, and organizational effectiveness, as promoted by the Baldrige Criteria for Performance Excellence. MBA Programs worldwide should consider incorporating the ICP process into their curriculum in their preparation of future global leaders."

An [American Management Association \(AMA\) MWorld Winter 2008-09 article](#) describes the enterprise application of Lean Six Sigma and the Balanced Scorecard techniques. The described Enterprise process Define-Measure-Analyze-Improve-Control (E-DMAIC) 9-step roadmap system has a step-by-step description in the book set and is referenced many times during the [Going Beyond Lean Six Sigma and the Balanced Scorecard workshops](#). This 21st century business management governance system provides a reinvented business management governance system that leads to healthy policy-creation with a no-nonsense, structured integration of scorecards, [strategic planning](#), business improvement and controls; i.e., a system for addressing financial crisis issues of the day.

The MSQPC two-day workshop describes the Integrated Enterprise Excellence (IEE) framework where non-profit and for-profit organizations can reduce firefighting and move toward achieving the 3 Rs of business; i.e., everyone doing the Right things and doing them Right, at the Right time. The IEE system helps organizations make structural risk assessments, for unintended consequence avoidance. IEE provides the organizational roadmap for achievement of the three Rs of business.

The MSQPC Lean Six Sigma Green Belt training follows the Project DMAIC (P-DMAIC) topic sequence as presented in Volume III of the four book set. This P-DMAIC roadmap has a true integration of Lean and Six Sigma tools so that the most appropriate tool is used at the right time.