

# UNF Brings Six Sigma to Jacksonville

Six Sigma, the proven methodology used by both manufacturing and service businesses to increase profitability, is now being offered at the University of North Florida through the UNF Center for Quality. Through the program at UNF, organizations of all types and sizes can use Six Sigma to reduce costs, increase productivity and improve customer satisfaction.

Six Sigma allows organizations to target key business issues that require dramatic improvements. In a Six Sigma program, senior leadership guides the selection of projects that solve critical problems or support key business issues. Teams trained in the Six Sigma methodology then undertake these projects. Six Sigma Black Belts and Green Belts - individuals who have been exten-

sively schooled in how to use the methodology - lead the teams. The result is that the organization is able to successfully solve key problems and thus advance key organizational goals.

A key aspect of Six Sigma is that cost savings can be quantified and tracked. This makes it different from many other quality programs. Typically, an organization's investment in a Six Sigma training

program is fully realized in less than six months because participants complete their first project as part of their training. While savings per project varies, clients have achieved project savings of over \$1,000,000 on a single project.

UNF created the Center for Quality to ensure that world-class training and consulting services are available to Jacksonville area organizations. The Center is a partnership between UNF's Division of Continuing Education and eMRI, a nationally recognized provider of Six Sigma and other quality-related services. Over the past 20 years, eMRI has assisted organizations in 24 countries around the world in improving quality, productivity and profitability. Bob Wood, the Dean of Continuing Education at UNF feels strongly that UNF needs to be able to offer



Bob Wood

world-class services to the Jacksonville business community. "We need to lead the way in offering the best training and consulting services especially in the Six Sigma arena" stated Wood. "It was this drive to offer world-class services that led us to the partnership with eMRI." Recent Six Sigma clients include Verizon Wireless, the second largest wireless company in the US, Siemens VDO, a division of the \$80 billion German company, Valspar a leading international manufacturer of coatings, Visteon, one of the largest US automotive suppliers, and Vanguard Realty, a leading Jacksonville realtor. Other eMRI clients include Blue Cross/Blue Shield, Motorola, Intel, Ford Motor Co., Dow Chemical, Samsung of Korea, the State of Florida and the US Navy.

A key to successful Six Sigma implementation is that the organizational leadership commits to providing the vision and overarching direction. To this end, the Center for Quality offers a facilitation session designed to focus on these leadership and financial benefit issues. Specifically, leadership is provided with a proven seven-step roadmap for successful Six Sigma implementation.

The Center for Quality also offers a full range of other Six Sigma services including Project Champion training, Black Belt training, Green Belt training and project facilitation services. The Black Belt and Green Belt training are offered in two versions, to accommodate both service and manufacturing organizations. This ensures maximum effectiveness for the diverse range of companies in the Jacksonville region. Said Wood, "We see the Six Sigma program as one of the most important things we can do to assist Jacksonville businesses become more profitable and more competitive."



## Six Sigma Black Belt For Service Organizations

Attendees of this Center for Quality Six Sigma program will gain a strong knowledge of how to apply the Six Sigma methodology to effectively lead Six Sigma teams in generating process improvements.

### Who Should Attend

Individuals in service organizations or service functions who wish to lead Six Sigma improvement teams and utilize Black Belt tools to drive cost reductions and improvements in quality, productivity and customer satisfaction.

### Duration

160 hours - 20-day course  
(four sessions, non-concurrent weeks)

Class will meet for four, one-week sessions:  
July 17-21; August 21-25; September 25-29 and  
October 30 - November 3

### Investment

\$7995.00 per person

### Special Introductory Offer for Jacksonville, Florida!

Send three people from the same organization and the third person attends the course for free!

For more information or to register, log onto our website at [www.unfcenterforquality.com](http://www.unfcenterforquality.com) or call 904.620.4270



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