



## Connecticut Quality Council

# Concepts & Applications Workshop & Networking

**CQC** presents recognized content experts from academia and industry who jointly facilitate a discussion on Quality Management topics that are being implemented in organizations today. These experts share their work and research on the topics below followed by a guided discussion with the participants. Participants are encouraged to bring real issues from their organizations for analysis by other participants and content experts. **Networking is a key component of these half-day workshops.**



### **Streamlining Administrative Functions 5/9/07**

Learn and practice the principles of Lean Thinking during this *highly interactive simulation of an office transactional process*. During this simulation, participants will be assigned various roles and tasks associated with the processing of claims. Customers will be submitting claims into the process and expecting fast and accurate payments. Experience the impact of the "seven deadly wastes," and the solutions for elimination, all applicable to any transactional environment. The facilitators, who have experience both at CIGNA as well as at previous employers, will interject formal training visuals, ongoing metrics, and a host of anecdotal experiences in applying Lean and Kaizen effectively in a transactional setting.

#### **Presented / Facilitated by:**

Leonard C. Javinett  
Assistant Vice President  
Process Improvement  
Cigna HealthCare

John Watson  
Master Black Belt  
Director Six Sigma Business Excellence  
Cigna HealthCare

Dr. Edward Arnheiter  
Clinical Associate Professor  
Lally School of Management & Technology  
Rensselaer at Hartford

#### **Logistics:**

*Location:* Rensselaer at Hartford

*Program Date:* May 9, 2007

*Hours:* 8:30-2:30 with continental breakfast and buffet lunch included

*Fees:* \$175 Members/ \$275 Non Members

*Registration:* Please use form on reverse



# Connecticut Quality Council

## WORKSHOP REGISTRATION FORM

*CTQualityCouncil.org*

**Four Easy Ways to Register!**

**By mail:**

**CQC**

**275 Windsor St 8<sup>th</sup> Floor**

**Hartford, CT 06120**

**By Fax: (860) 548-7999**

**By phone: (860) 548-7818**

**By e-mail: [cqc-info@rh.edu](mailto:cqc-info@rh.edu)**



**Workshop Title** \_\_\_\_\_ **Workshop Date** \_\_\_\_\_

**Full Name** \_\_\_\_\_ **Preferred First Name for Badge** \_\_\_\_\_

**Title** \_\_\_\_\_ **Company** \_\_\_\_\_

**Address** \_\_\_\_\_ **Mail Stop** \_\_\_\_\_

**City** \_\_\_\_\_ **State** \_\_\_\_\_ **Zip Code** \_\_\_\_\_

**Telephone** \_\_\_\_\_ **Ext.** \_\_\_\_\_ **Fax** \_\_\_\_\_

**E-mail Address** \_\_\_\_\_

**PAYMENT INFORMATION:** *Workshop Fee* \$ \_\_\_\_\_

Check for the full amount enclosed (made payable to the Connecticut Quality Council)  
[For your accounting purposes, our FIN is 06-0766747]

Please invoice my company to the attention of: \_\_\_\_\_  
Purchase Order # \_\_\_\_\_

Please charge my credit card (circle one):    Amex                  Visa                  MasterCard

ACCOUNT NUMBER \_\_\_\_\_ EXP. DATE \_\_\_\_\_

\_\_\_\_\_  
(Authorized Signature (required for credit card and/or Purchase Orders))

**CANCELLATION POLICY:** A refund will be issued for any cancellation received more than 10 business days prior to the start of the program. Confirmation and directions will be sent upon receipt of this registration.