

Process Improvement

FOR LAW FIRMS AND LEGAL DEPARTMENTS

YELLOW BELT CERTIFICATION

3 day program: October 28, 29 & 30
Boston @ UMass Club @ 8:30-4:30 each day

Course Description

LSSO's white, yellow and green belt Process Improvement Certification Programs are the legal profession's first and only courses in process improvement designed specifically for law firms and law departments.

In this 3 day yellow belt certification course designed specifically for the legal profession, you will learn practical methodologies, tools, and skills in the leading-edge area of Process Improvement as applied to law firms and legal departments.

The program will prepare you to lead a process improvement project by grounding you in the key methodologies of Lean, Six Sigma, and Theory of Constraints as applied in the legal profession. Course content will cover:

- Major concepts and principles for each key process improvement methodology
- How to execute a process improvement project successfully
- The most useful tools for a process improvement project in a law firm or legal department
- How to ensure that benefits reach the bottom line and the client
- Examples of highlighted projects: billing, sales cycle, RFP evaluation and response, and capturing firm experience

For Yellow Belt participants who wish to pursue the next level of skills development, we offer Green Belt Certification based on successful completion of a process improvement project, supported with project coaching and final project evaluation. White Belt certification is not a prerequisite to the Yellow Belt Course.

Registration *Space is extremely limited. Preferred pricing for LSSO members.*

- Individual registration: \$1875
- LSSO members: \$1750
- Team pricing: \$1795 each (*for 3 or more attendees*)

Name _____
Firm/Company _____
Address _____
City/State/Zip/Country _____
Email _____
Phone _____

Please mail this completed form and check to LSSO, 92 State Street, 9th Floor, Boston, MA 02109. Call LSSO at 617.726.1500 for more information about LSSO's Process Improvement Certification courses and tailored programs for your firm or company, or to register and to pay by credit card.

Program Developers & Instructors



Laura Colcord



Catherine Alman MacDonagh

Laura Colcord is an internationally-known Process Improvement expert who has pioneered the use of Lean and Six Sigma methodologies in non-traditional applications, including financial services, the chemical industry, higher education, health care, support functions, and new product development. Her consulting practice encompasses the Process Improvement spectrum, including developing internal PI resources, assessing improvement potential for an organization, leading process improvement projects, and helping leaders design systematic transformation programs for their organizations.

Catherine Alman MacDonagh is the President and a Co-Founder of the Legal Sales and Service Organization. She is a certified Six Sigma green belt, and a former corporate counsel. She is known for her successes as a law firm executive and for developing innovative strategies, client development initiatives, business development training and coaching programs, and her work with women lawyers. She is the co-author of best selling book *The Law Firm Associate's Guide to Personal Marketing and Selling Skills* and the accompanying training manual.

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