



LSSO LEGAL SALES AND SERVICE ORGANIZATION

Process Improvement
CERTIFICATION PROGRAMS
FOR LAW FIRMS AND LEGAL DEPARTMENTS

Legal Sales and Service Organization
www.legalsales.org

LSSO's White Belt Certification Course Agenda - 2 Day, Private Label Program

Start	Day 1	Page
8:30	Intro	1
8:45		
9:00	Demo	7
9:15		
9:30		
9:45	Process Basics	9
10:00	- 3 discussions	
10:15		
	<i>Break</i>	
10:45	PI Methodologies	20
11:00	Lean	
11:15	Six Sigma	
11:30	Key Principles	
11:45	- 4 discussions	
12:00		
12:15	<i>Lunch</i>	
12:30		
12:45	Video	39
1:00	- discussion	
1:15	Process Mapping	40
1:30		
1:45		
2:00	Process Mapping Exercise	50
2:15		
2:30	<i>Break</i>	
2:45	DMAIC Overview	51
3:00	- Define	
3:15		
3:30	Group Work: Define Phase (Demo)	56
3:45		
4:00		
4:15		
4:30	Wrap-Up	
4:45		
5:00		

Day 2	Page
Overnight Thoughts	
DMAIC: Measure / Analyze Phases	57
Group Work: M / A	63
<i>Break</i>	
DMAIC: Improve Phase	64
Group Work: I	67
<i>Lunch</i>	
Group Work: Demonstrate Improvements	
DMAIC: Control Phase	68
Systematic Process Improvement	73
- 2 discussions	
<i>Break</i>	
Becoming a PI Practitioner	85
Video	88
- discussion	
Summary and Close	96