



# Business Process Management Overview

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## ECC Corporate Solutions

Get an overview of **Lean and Quality Tools** with an immediate benefit for your business. Learn techniques used by successful corporations to **improve your organization's performance**.

### Topics

- Lean Thinking
- Visual Management & 5S
- DMAIC Problem Solving
- Voice of the Customer
- You Get What You Measure

### Register

Register today for a free Thursday session.

Call 214-860-2260 or 214-860-2696.

Mondays-Thursdays 8:00 am - 7:00 pm

Fridays 8:00 am - 4:00 pm

Saturdays 8:00 am - 12:00 noon

### Overview Location

ECC Bill J. Priest Institute for Economic Development  
1402 Corinth Street, Dallas

Date	Time	Room	Course.Section
Nov. 10, 2011	10:30-12:00	2200	QCTZ 1000.51202
Feb. 16, 2012	10:30-12:00	202A	QCTZ 1000.52201
Apr. 19, 2012	10:30-12:00	202A	QCTZ 1000.53201

### Questions?

Call El Centro College Corporate Solutions at 214-860-5935 for information about Lean Six Sigma.



### About the Presenter

George Reyna has led over 250 teams in business process design and strategy development. He advises senior executives and trains management teams in Six Sigma techniques, Lean Transformation, and project execution. Since 1997, he has applied Lean and Six Sigma process design in diverse industries such as; health care, telecom, semiconductor, electro-optics, defense systems, printers, display systems, retail merchandising, mass transit, metals processing, and plastics production. He trained cross-functional teams composed of manufacturing, design, purchasing, financial, marketing, and customer service. He led the Results Section of the Baldrige Award application for Texas Instruments Radar Systems Defense Systems & Electronics Group when TI won the award in 1992. Mr. Reyna received a Bachelor of Science degree in Industrial Engineering from the University of Texas at El Paso and a Masters in Business Administration from Southern Methodist University's Cox School of Business Executive MBA program. George Reyna is CEO of the Baer Institute.

Bill J. Priest Institute for Economic Development



El Centro College

DALLAS COUNTY COMMUNITY COLLEGE DISTRICT

El Centro College Corporate Solutions

1402 Corinth Street

Dallas, Texas 75215

[www.ElCentroCollege.edu](http://www.ElCentroCollege.edu)