

Second Annual Best Practices in Six Sigma Summit

Combining Six Sigma Processes, Culture and Management
Systems for Profitability and Process Improvement

Two-Day Conference • **September 13th & 14th, 2004**
Post Conference Workshops • **September 15th, 2004**
Post Conference Site Tour • **September 16th, 2004**
Raytheon Missile Facility
The Westin • La Paloma Resort & Spa • Tucson, Arizona

Six Sigma companies are enjoying benefits such as:

- FACT:** 80% reduction in lead times
- FACT:** 20% reduction in manufacturing overhead and quality costs
- FACT:** 50% reduction in inventory
- FACT:** Average \$544K in bottom line savings per Black Belt per year
- FACT:** Reduce service costs by 30% - 60%
- FACT:** Improve service delivery time by 50%
- FACT:** Expand capacity by 20% without adding staff

Don't Miss the **SITE TOUR** of the **RAYTHEON MISSILES FACILITY!**

This is a once in a lifetime opportunity to experience a behind the scenes tour of the Raytheon Missile Facility. Book Early! Space is Limited.

JOIN YOUR COLLEAGUES ON THE GOLF COURSE!

This is your chance to network with fellow Six Sigma professionals! AGC will set up your tee time reservation and connect you with colleagues in your field during your stay at La Paloma Resort & Spa for this year's **BEST PRACTICES IN SIX SIGMA** conference.

Case Studies and Key Contributions from:

AIR PRODUCTS & CHEMICALS
AT&T
BOEING
COORS BREWING COMPANY
**ELECTRIC BOAT
CORPORATION**
**INTERNATIONAL SOCIETY
OF SIX SIGMA
PROFESSIONALS (ISSSP)**
JOHNSON & JOHNSON
MOTOROLA UNIVERSITY
**NATIONAL AERONAUTICS
AND SPACE
ADMINISTRATION (NASA)**
**NORTHROP GRUMMAN
SHIP SYSTEMS –
UNIVERSITY OF NEW
ORLEANS**
PB VIEWS
RAYTHEON
WACHOVIA CORPORATION
W.R. GRACE & CO

Register Now! Call 416-594-1900



Best Practices in Six Sigma Summit

Combining Six Sigma Processes, Culture and Management Systems for Profitability and Process Improvement

Competitive businesses across the United States are concentrating on high quality products and processes as a way of the future, leaving behind long-standing business practices that will now be considered a thing of the past. There is a clear focus on quality with the aim to help launch businesses into a boom cycle. Businesses are looking to be more lean, responsive and competitive as a way to transform the organization and move progressively forward. Concentrating on quality will help align business processes with the organization's overall goals.

Advantage Global Communication's 2nd Annual BEST PRACTICES IN SIX SIGMA event will be looking at some of the nation's leading case studies and how companies have saved billions of dollars by breaking down processes to measure and isolate error. Hear how companies developed their strategies, implemented their quality initiatives, deployed six sigma projects, measured its successes and how they have learned from their failures.

This years presentations have been developed for organizations that have already established a six sigma program and are looking for ways to polish and perfect existing initiatives. This event will help you discover how you can re-launch and refine your six sigma to get more advantages from your efforts.

Who should attend:

CEOs, Vice-Presidents, Directors, Senior Level Managers and Executives responsible for:

- SIX SIGMA
- QUALITY
- LEAN MANUFACTURING
- BUSINESS EXCELLENCE
- CONTINUOUS IMPROVEMENT
- BUSINESS PROCESS MANAGEMENT
- PERFORMANCE IMPROVEMENT
- OPERATIONS
- PRODUCTIVITY
- STRATEGIC PLANNING
- ENGINEERING
- PERFORMANCE AND QUALITY MANAGEMENT CONSULTANTS

Sponsorship Opportunities:

Advantage Global Communications conferences offer you an excellent opportunity to showcase your services and products in front of key decision makers. Morning and afternoon breaks are carefully designed to ensure maximum networking opportunities, and all exhibits are strategically positioned to ensure excellent traffic. What do sponsorship and exhibition opportunities deliver?

- Reinforce a positive corporate awareness
- Launch new products and services in a prestigious environment
- Interact directly with key decision makers and your target market

Sponsorships are available at all Advantage Global Communications conferences, guaranteeing full recognition and high profile for select firms. Sponsorships create a unique platform to network with industry colleagues

and meet new prospects while enhancing corporate identification and goodwill to highly targeted, decision-making audiences. Common sponsorship opportunities include:

- Cocktail Receptions
- Welcoming Buffet Breakfasts
- Keynote Luncheons
- Network Receptions
- Exhibits

The portfolio of options ranges from sponsored documentation to full event sponsorship with the company logo on all brochures and letters promoting the event.

For more information about the sponsorship opportunities available at this event, please contact our sponsorship manager **Kevin Jeanjacques by telephone 416 594 1771 or by e-mail kjeanjacques@agcworldwide.com**

7.00 Registration & Continental Breakfast**7.30 Welcome & Opening Remarks from Conference Chair****7.45 GROUP DISCUSSION: Recognizing Best Practices to Successfully Power Experiences and Drive Performance**

Measuring the performance of your organization's projects and processes is a critical way to understand whether such initiatives support the mission and vision of the company. It is a good way to identify areas of improvement as well as recognize and encourage performance excellence. This session and theme of this year's conference will look at best practices in six sigma at organizations already benefiting and saving from their quality initiatives and to help you recognize process distinction within your company.

- Using performance management to recognize best practices in six sigma within your organization
- Performance management tools to help reinforce strategic objectives and promote rigorous review of projects
- Encourage performance excellence in order to share experiences throughout the organization
- Prioritize projects based on potential increases in return on invested capital (ROIC) as seen in areas already benefiting from such initiatives

Roxanne O'Brasky
President

INTERNATIONAL SOCIETY OF SIX SIGMA PROFESSIONALS (ISSSP)

8.30 Leveraging Performance by Linking Six Sigma to Business Goals

In today's global marketplace, it is very critical that your business provides your customers with the product or service of choice to stay ahead of the competition. If your company fails to perform and fulfill the demands of your clients, your competition may very well beat you to it. Johnson & Johnson's process excellence has been an important contributor to productivity efforts and has helped them to eliminate more than \$5 billion in costs over the past eight years. This critical presentation will help you link your six sigma strategies with your overall business goals. This session will help you select the right projects to deliver maximum results and get closer to fulfilling your customer's needs.

- Aligning your business to your customer's needs
- Selecting projects specifically to support business objectives
- Actively reduce projects in process to reduce project cycle times
- Determining the dollar amount of your goal

Matt Zuczek

Business Excellence

JOHNSON & JOHNSON

9.15 Transforming and Exceeding the VOC: Understanding Customer Behavior and Favorably Satisfying Their Specifications and Product Needs

Who you serve, what services you provide and how you are going to achieve competitive advantage is the mission of many organizations whose vision is to deliver value to its customers. This session will focus on marrying the VOC with the innovation of your company's products and services in order to keep your customers wanting more. Through a better understanding of your customers needs, you will be more adept to develop robust products that are engineered to the features of your customer's requirements.

- Getting the whole team involved in understanding and fulfilling customer needs
- Gaining an early understanding of your customer in order to reduce time to market and a reduction in design changes
- Using six sigma as a method to eliminate variation to customer requirements
- Maintain relentless customer focus

John Maar

Director, Strategic Quality

MOTOROLA UNIVERSITY

10.00 Morning Networking Break**10.15 A Six Sigma Grass Roots Level Program?**

As we all know executive level support is a key success ingredient to starting a company-wide Six Sigma program. The experts we've come across states that other than having upper management's support, "It can't be done!" The leader of AT&T's Six Sigma Center of Excellence who has been involved from the beginning of his company's Six Sigma effort has a different opinion. While Steve Ford doesn't recommend going this route, he will share how his company's Six Sigma program was started and continues to grow from the grass roots up. Mr. Ford hopes to

provide encouragement for those practitioners who know working Six Sigma improvement projects are the right thing to do and/or who want to start a Six Sigma program at their company but who are ahead of their company's thought process.

As the presentation unfolds you may find yourself resonating with where you and/or your company's program are. Even if you have garnered executive buy-in along the way or had it before you began, you may find value in what Steve and his team are doing to keep AT&T's Six Sigma program moving forward. Mr. Ford holds an MBA from DeSales University and is an AT&T Six Sigma Green Belt. He also has championed five Six Sigma improvement projects and chairs AT&T's Black Belt Review Panel.

Steve Ford

Six Sigma Center of Excellence
AT&T

11.00 INTERACTIVE SESSION: Disseminating Six Sigma Practices Through Your Supply Chain Management

Supply chain management aims at reducing operating costs, lead times and inventory. It will also help increase the speed of delivery, product availability and customer satisfaction. It is no wonder that many companies are focusing on their supply chain management in order to stay ahead of the competition, have shorter product life cycles, and satisfy heightened customer expectations. Companies have worked for years to improve their internal processes, especially in production. It has become clear that many companies have reduced their manufacturing costs to a practical minimum, leaving supply chain management as the most effective way to further reduce cycle times and costs. In this interactive session, we will look at the marriage between six sigma practices through your supply chain management.

- Understanding how six sigma can be used to improve your supply chain processes
- Tools to help you deploy and enhance supply chain processes

11.45 Luncheon for Delegates & Speakers**12.45 Maximizing Your Six Sigma Investment Through The Strength of Your People**

The implementation of tools like six sigma can only be successful when it is an integral part of the organization's culture. It is your people that will define whether or not your business process improvement strategies are likely to be a success. Coors Brewing goal is to win long-term in the beer business. In order to do so, they must be an agile, high performance company that is great at those things that are key to "winning in beer". This session will concentrate on transforming departments to improve performance and development of your organization's overall goals.

- Equip your organization to mobilize the strength of your employees to take action in your six sigma efforts
- Shaping jobs around your customers needs
- Ensuring that your organization's culture is accepting of the need for change
- Process Modeling: How it affects past and current projects as well as enable Sarbanes-Oxley
- Connecting Processing Modeling to job design and training
- The importance on the Process Excellence Governance Board

Bob Bonacci

Director, Business Integration

Debra Boykin

Business Architect

COORS BREWING COMPANY

1.30 Effectively Managing Processes at NASA: Lessons Learned from the X-33 Composite LH2 Tank Effort

Recently, a wide variety of new sandwich structure materials were developed and commercialized. This session will present descriptions and properties of these materials and address their efficacy for use in various systems. The session will also discuss design, manufacture and testing of sandwich structures with an emphasis on experience sharing/lessons learned to prevent failures in sandwich structures during fabrication, testing and development. Of special interest will be the lessons learned from the NASA X-33 sandwich structures tank failure presented by NASA representative. The X-33 is a 1/2-scale prototype of a rocket based Single Stage to Orbit (SSTO) Reusable Launch Vehicle (RLV). The goal of the X-33 program is to reduce the business and technical risks by the end of the decade such that private industry can build and operate the next generation reusable launch vehicle.

Melinda Niedermeyer

Marshall Space Flight Center

NASA

2.15 End of Day One

7.00 Continental Breakfast**7.30 Welcome & Opening Remarks from Conference Chair****7.45 Lean Six Sigma Practices at Northrop Grumman Ship Systems**

Northrop Grumman Ship Systems (NGSS) became the first U.S. shipyards to start implementing Lean Six Sigma in earnest in conjunction with the Lean Six Sigma in Shipbuilding project in 2003. This project has been conducted at Gulf Coast Region Maritime Technology Center (GCRMTC) at University of New Orleans with funding from the Office of Naval Research (ONR). Based on early successes, this project helped facilitate the spread of Lean Six Sigma throughout the NGSS sector by leveraging the project funding.

In this paper, we describe best practices for Lean Six Sigma implementation in ship production. First, lean six sigma training approach has been summarized. Then initial challenges and how they been addressed are described including culture change issues, root causes of project delays, data accuracy problems. A new system for Cost of Poor Quality Assessment is described as well as its refinement in progress to address domino effects of poor quality. Shipbuilding processes are interdependent and poor quality within a single process can impact other upstream and downstream processes, ultimately leading to financial consequences. NGSS has recently reorganized their production into three phases: Build, Integrate, and Deliver. "Build" is responsible for producing the finished subassemblies that will later be assembled together by "Integrate" into a specific hull. "Deliver" is responsible for delivering the completed ship to the customer. In effect, the output of "Build" is transferred to "Integrate" and the output of "Integrate" is then transferred to "Deliver". Consistent with what is commonly referred to as the 1-10-100 rule, problems that are discovered in the "Integrate" stage are 10 times more costly to fix than ones caught in the "Build" stage. Likewise, problems not caught until the "Deliver" stage are 100 times more costly to fix. This is the Domino Effect. In the paper, sharing of best practices among NGSS operations and Northrop Grumman Newport News is also summarized in the area of equipment availability improvement. University-industry collaboration was also highlighted.

Dr. Bahadir Inozu

**Chairman, Naval Architecture and Marine Engineering Department
UNIVERSITY OF NEW ORLEANS**

8.30 Measure and Sustain your Lean Six Sigma Initiatives to Further Refine Process Improvement

Wachovia's Corporate Data Management & Governance (CDMG) group designs, creates and manages the warehouses and data marts needed to understand and manage customers seamlessly across the organization. Additionally, the Group is challenged with assuring quality and consistency in the flow of data to and from customer databases.

This case study illustrates the processes that were implemented in order to reduce data defects that enable CDMG to better identify, repair and prevent future defects. Subject matter covered in the case study includes: change management techniques, training approach, communication strategies and on-going performance measurements.

Richard Bellanca

Vice President

WACHOVIA CORPORATION

9.15 Testing Lean and DMAIC

The Boeing Company is the largest aerospace company in the world, with its heritage mirroring the history of aviation. Boeing is the world's largest manufacturer of commercial jetliners and military aircraft and the nation's largest NASA contractor.

In an effort to gain an advantage over their competitors, Boeing decided lean was the way to gain that advantage.

- Setup reduction on test stands
- What is keeping you from closing the gap?
- Identify the areas that are driving the gap
- Use basic tools to analyze and prioritize
- Select and define the actions to close the gap
- Establish control plan and monitoring results

Brian Beyer

Master Black Belt

BOEING

10.00 Morning Networking Break**10.15 Boosting Productivity and Competitiveness with Six Sigma**

In 2000, the entire Curtis Bay Works complex purchased 2 billion cubic feet of natural gas and 100,000 megawatt hours (MWh) of electricity. The site also produced 700 million pounds of 200-pounds per square inch gauge (psig) steam and 4 billion cubic feet of 85-psig air. Curtis Bay Works consumed 1.5 billion gallons of city water during the year. Because of the facility's magnitude of energy consumption, management was aware that tremendous savings opportunities existed.

The assessment was based on Six Sigma methodology combined with traditional heat balance analysis to identify, quantify, and rank potential energy conservation projects. The assessment team initially identified 23 projects, some competing for the same energy source or application. Using a process map and cause-and-effect matrix, followed by a traditional cost-benefit analysis, and finally by a detailed engineering analysis, the list was reduced to three desirable projects. The team identified a fourth project from a comprehensive compressed air systems audit. The plant-wide energy assessment identified four technically and economically viable projects with combined potential savings of \$840,000 per year. Once the first four projects have been implemented, management will prioritize the remaining projects that were identified during the assessment's early phases for future consideration. New projects may also be identified using the same assessment methodology.

Benefits included:

- Identified savings of more than 96,000 MMBtu annually in fuel and more than 4.8 million kWh annually in electricity
- Estimated annual cost savings of \$900,000 to \$1.2 million and almost 560,000 MMBtu energy savings if a separate landfill gas recovery project is implemented.

Raj Rajagopalan

**Director, Process Development & Analytical
W.R. GRACE & CO.**

11.00 Taking The Next Step: Integrating DFSS Methodology

- Tools to aid in addressing and satisfying the voice of the customer and product quality
- Using Quality Function Deployment (QFD) to translate VOC into product requirements or design in order to reduce time to market and reduce changes in design change
- Understanding the key teams and players within your organization to help launch your DFSS program – marketing, manufacturing, design, quality assurance and vendor development
- Align DFSS with your organization's business plan and objectives for profitability
- Special design tools
- Connecting DFSS and the everyday work of engineers

Chris Bujak

Director, Excellence

AIR PRODUCTS & CHEMICALS

11.45 Luncheon for Delegates & Speakers**12.45 Lean, Six Sigma and Process Improvement at Electric Boat Corporation**

While many organizations debate the merits of Lean versus Six Sigma, the Quonset Point Facility of General Dynamics - Electric Boat Corporation has blended Six Sigma, Lean, a structured Team Approach, and individual Process Improvements into its Continuous Improvement program. Electric Boat employs approximately 11,300 people (2000 at Quonset Point) in the manufacture of nuclear submarines. The ability of the work force to impact the overall schedule and cost of these boats is astounding, despite the complexity of, and without sacrificing the quality demanded of the product.

This facility wide program has seen tremendous growth in participation and bottom line results since its beginnings in 1997. It has averaged 80% participation over the last three years. The program has received two Best Manufacturing Practice - Center of Excellence awards for its approach. Our program has been adopted by our parent organization, and a company wide, intranet based tracking system has been developed in house to a flow easier communication of the more than 4000 project ideas generated by the OP facility. The presentation will focus on the integration of the various tools, techniques, and training into one cohesive program, and the demonstrated results that have been achieved with it.

Robert Imbruglio

Chief of the Continuous Improvement Program at Quonset Point

ELECTRIC BOAT CORPORATION

1.30 Creating a Measurement System to Effectively Manage Design for Six Sigma

Learn how to measure the performance of your DFSS programs and see where your DFSS investment paid off. This critical session will help you introduce and reach key milestones during your implementation and deployment. Develop a feedback structure to receive constant progress reports.

- Track results rigorously by reapplying statistical and data methods to improve processes
- Provide a performance improvement platform that allows for future innovations
- Develop your key operating indicators – address the metrics needed to manage responsibilities
- Communicate key lessons from previous DFSS projects
- Develop financial measurement

2.15 End of Day Two and Closing Remarks from Conference Chair

A **Selecting and Prioritizing the Right Projects to Maximize the Rewards From Your Six Sigma** **7.30 am – 10.30 am**

- How do you know where to focus your efforts to achieve the results you want from your six sigma?
- Do you know how to prioritize projects in order to receive the results you want first and allow others to follow?
- Do you know what to do once your six sigma projects have been completed, whether it was successful or not?
- Do you know where to launch successful six sigma projects to other areas of the business to get even more success?

This workshop will show you how to select the projects within your organization in order to maximize the results from your six sigma. Discuss with the workshop leader and the rest of the group, the areas of your business you

should focus on in order to get the results that you want. Learn how to launch, track and implement projects so that you always know the progress of your six sigma efforts.

This workshop will cover:

- Learn how to recognize potential improvement six sigma projects
- Defining a project timeline that is in line with your business goals
- Develop measurement tools that will allow you to identify successes and failures
- Create a plan for launching successful projects to keys areas and departments

B **Integrating Six Sigma as an Integral Part of Your Corporate Culture** **11.00 am – 2.00 pm**

Developing a six sigma culture that is in everyone's best interests is a significant challenge. There are a wide range of tools and solutions that have been proven to help with your business processes and excellence initiatives, but all must be implemented and facilitated by your people.

This critical workshop aims at helping you understand change in order to roll our six sigma projects. It will help you gain a better understanding of your existing culture, help you identify its strengths and weaknesses and understand where change needs to be made in order for your six sigma to be successful.

During this workshop, you will work on:

- Strategies for promoting six sigma across departments
- Understanding the cultural shift needed to create a six sigma culture
- Building a corporation that promotes performance and development
- Linking culture to customer's requirements
- Measure the effectiveness of your change management

Site Tour • Raytheon Missile Facility



This is a once in a lifetime opportunity to have a behind the scenes tour of Raytheon Missile Facility in Tucson, Arizona. Like the site tour of Boeing, this tour is designed with you in mind. Six Sigma experts will be on hand to guide you through this incredible facility and answer any questions you might have, right on the shop floor!

With a rich and successful heritage in missile defense technologies, Raytheon is a key player in numerous missile-defense-related programs dealing with the fundamental elements of a missile defense system: sensors, interceptors and command and control.

Sponsor



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Recommended Professional
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Don't miss the opportunity to join the only organization, **The International Society of Six Sigma Professionals (ISSSP)**, committed to promoting the adoption, advancement and integration of Six Sigma in business. The ISSSP Community supports this mission through advocacy and awareness efforts; professional recognition and development; and by serving as an information and referral source. Become a Professional Member of ISSSP for \$150.00 (a 25% discount) by registering online at www.isssp.com and using the Discount Code: AGCEVENTS.

Association of Business Process Management Professionals

The Association of Business Process Management Professionals is a non-profit, vendor independent organization dedicated to the advancement of BPM concepts and practices. ABPMP is practitioner-oriented and practitioner-led. The mission of the ABPMP is to promote the practice of BPM, to develop a Common Body of Knowledge in this field, and to contribute to the advancement and skill development of BPM professionals.



Business Process Trends (BPTrends) is the comprehensive source of information and analysis focused on trends, directions and best practices in business process change. BPTrends is targeted at business managers, vendors and associations. Membership in BPTrends is available FREE to everyone, and all members receive Monthly e-mail UPDATES and ADVISORS. Sign up to become a member today. Go to www.bptrends.com and click on the BECOME A MEMBER box and start receiving the most comprehensive and timely information on business processes available today. www.bptrends.com.



GOAL/QPC offers people practical tools and organizational skills to support teamwork and continuous process improvement within their organizations. Our most popular product line, the Memory Jogger™ series of pocket guides, helps employees at all levels to acquire and perform critical skills for assuring product and service quality and effective process performance. Our newest additions to the Memory Jogger™ series – The Black Belt Memory Jogger™, The Six Sigma Memory Jogger™ II, The Lean Enterprise Memory Jogger™, and The Design for Six Sigma Memory Jogger™.

Networking on the Golf Course

This is your chance to network with fellow Six Sigma professionals! Advantage Global Communications will be pleased to set up your tee time reservation and connect you with colleagues in your field during your stay at La Paloma Resort & Spa for this year's BEST PRACTICES IN SIX SIGMA conference. When registering for the conference, please state the preferred day and time you wish to play. AGC will contact you closer to the date to confirm your tee time.

PRICE: \$90 plus applicable taxes.

(This package includes your green fees, cart fees, access to full service facilities with unlimited range balls)

Exclusive to resort guests and La Paloma Country Club members, the 27-hole Jack Nicklaus Signature Golf Course is continually singled out for excellence. Golf Digest magazine named it one of the "Top 75 Resort Courses" in the United States and one of the "Top 10" courses in Arizona. Golf Magazine acknowledges it as among the finest in the country with their Silver Medal Award. Readers of Golf Week Magazine have named the course among "America's Best." Plus, the Golf Resort Guide has selected it as one of the "Top 25" courses in the U.S. and Mexico. Furthermore, Golf For Women magazine has recognized La Paloma as one of the country's Top 100 women-friendly golf courses. Not to be left out, La Paloma Golf Shop has been ranked among the "Top 100 Best Golf Shops" in the country by Golf Shop Operations Magazine.



Golf with Fellow Six Sigma Colleagues at One of La Paloma's Award Winning Courses!

Yes, I am interested in playing 18 holes with another Six Sigma Professional

Preferred Day _____

1st Preferred Tee Time _____

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Book and Pay Before August 6th, 2004 - \$300 OFF

Book and Pay Before August 20th, 2004 - \$200 OFF

Conference Only = \$1695.00

Conference + One Workshop = \$2195.00

Conference + Two Workshops or Site Tour = \$2495.00

Conference + One Workshop + Site Tour = \$2895.00

Conference + Two Workshops + Site Tour = \$3195.00

**Payment is due in full prior to the conference.*

Program Documentation Package:

Conference participants will receive a comprehensive set of conference materials prepared by the speakers. These materials are intended to provide the participants with an excellent reference source after the conference. Materials will be distributed commencing 1 hour prior to the conference.

Documentation Package Only Price: \$495.00

Venue Information

La Paloma Resort & Spa

**3800 East Sunrise Drive
Tucson, Arizona, 85718
Phone: (520) 742-6000
Fax: (520) 577-5887**

To secure reduced room rates, please call the hotel by AUGUST 23, 2004 and be sure to mention AGC when calling in your reservation! (Note: Call the hotel for directions or transportation suggestions).

Cancellation Policy

Advantage Global Communications Inc. will not be responsible for covering any losses incurred by the client for airfare, hotel or any other travel expenses, which may arise due to cancellation or postponing of this event. In the event that the conference dates are altered, the fee will not be refunded. A full credit will be given for a future event. Cancellations must be received in writing three (3) weeks prior to the event by mail or fax, at which time a 50% refund will be issued or a full credit for any future conference will be given, to be used within one year. Payment terms are five days and payment must be received prior to the start of the conference. Program content is subject to change without notice. Substitutions are welcome at any time.

Agenda Changes:

Advantage Global Communications reserves the right to make changes in the program and speakers, or to cancel the program if participation criteria are not met or if conditions beyond their control prevail. If a program is not held for any reason, Advantage Global Communications liability is limited to a credit note of the program fee only. The credit note is valid for one year from the date of issue.

Registration Form

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For multiple registrations, please copy this form

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Best Practices in Six Sigma Summit

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- Conference + One Workshop (Select A or B)
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- Conference + One Workshop (Select A or B) AND Site Tour
- Conference + Two Workshops + Site Tour
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Team Discounts

Teams of 3 or more from the same organization, registering at the same time receive a \$200 discount off each registrant. Teams of 5 or more from the same organization, registering at the same time, receive a \$300 discount off each registrant. For larger groups, please call 416-594-1900.