

To: Rich Schroeder
 From: Bob Krawisz
 Subject: Conference call on March 9, 1998

I have enclosed the following documents for your review:

- Copy of agenda for AQC Board conference call on March 6th.
- Copy of draft Six Sigma project plan (to updated on a continuous basis)

Issues that need to be resolved during our conference call:

1. Pre-launch announcement decision and plan.
2. Black Belt **product specifications** for communication to customers:
 - Three programs---single BB registrations
 - multiple enrollment package for suppliers, medium size companies and large companies that want to start with a pilot
 - corporate licensing plan
 - Under each scenario, what does a customer receive???? Will we provide:
 - * Meetings with senior management to secure commitment?
 - * Help in screening who should be trained as a Black Belt?
 - * Help in selecting BB projects and metrics?
 - * Help in selecting and training Champions?
 - * Coaching and follow-up on projects (on-site and 800 Hot Line)?
 - * Report out on results?
 - * Other services?
 - Under each scenario, how much will we provide????
 - * Number of senior partner review sessions
 - * Number of Champions trained
 - * Number of Master Black Belts trained
 - * Number of Black Belts trained
 - * Hours of on-site support
 - * Software licenses
 - * Sets of books, etc.



THIS INFORMATION WILL BE PRINTED AND DISTRIBUTED. THEREFORE, I WOULD LIKE TO RECEIVE SSA's SPECIFICATIONS IN WRITING TO MAKE CERTAIN THAT THERE IS NO MISUNDERSTANDING.

| | | | | | |
|-------------------|--------------|------|---------|-------------|----|
| Post-it* Fax Note | 7671 | Date | 3-6 | # of pages | 10 |
| To | Delores Shaw | | From | Bob Krawisz | |
| Co./Dept. | Six Sigma | | Co. | ASQ | |
| Phone # | | | Phone # | | |
| Fax # | 602/515-9507 | | Fax # | | |

****Project Plan****
SIX SIGMA PROGRAM

- Purpose:** Deployment of the approved partnering agreement with the Six Sigma Academy:
- SSA will train instructors of ASQ's choosing in all aspects of the Six Sigma breakthrough strategy.
 - ASQ will conduct seminars and training and publish articles regarding the Six Sigma breakthrough strategy with the assistance of Dr. Mikel Harry and SSA personnel.
 - ASQ will distribute SSA's books, software, videotapes and other items that will be developed.
- Objectives:** The objectives established for this alliance are as follows:
- To elevate member/customer satisfaction by providing a program that can significantly improve their competitiveness and profitability. This is a primary requirement of ASQ members.
 - To establish ASQ as a major provider of Six Sigma Master Black Belt and Black Belt training.
 - To set the industry standard for Six Sigma training and certification.
 - To train 120 or more Black Belts in FY99.
- Project Direction:** Bob Krawisz (ASQ), Rich Schroeder (SSA)
- Technical Direction:** Mikel Harry (SSA), Terry Ziemer (SSA)
- Project Leaders:** Terry Felker, Delores Shaw (SSA)
- ASQ Project Team:** Paula O'Connell, Penny Fredrick, Roger Holloway, Shirley Krentz, Dick Sandretti, Greg Weiler, Steve Whittow
- Deployment Partners:** Lynn Doyle (author), Scott Farmer (Tri Star), Ken Falkenbach (Mini Tab), Amy Rothman (writer), Barbara Ryan (Mini Tab), Chris Sicurella (Tri Star)
- Volunteer Leaders:
(BoD Task Force)** Ron Asbury, Steve Bailey, Jim Bossert, Liz Keim, Ron Kingen, Greg Watson, Jack West

* Please note: SSA + ASQ meeting 3-09
 SSA + ASQ meeting 3-23

****Project Plan****
SIX SIGMA PROGRAM

PLANNED ACTIONS

| <u>Major Milestones</u> | <u>Responsibility</u> | <u>Anticipated</u> | <u>Completion</u> |
|---|-----------------------|--------------------|-------------------|
| Proof of concept approved by BoD | B. Krawisz | 11/03/97 | 11/03/97 |
| Contract negotiations with SSA finalized | B. Krawisz | 01/30/98 | 01/30/98 |
| Program approved by BoD | R. Asbury | 02/06/98 | 02/06/98 |
| Pilot class facility secured (Scottsdale) | S. Krentz | 02/27/98 | 02/26/98 |
| Material on ASQ to Tri-Star printing | K. Meyers | 03/05/98 | |
| Pre-launch proposal decision | R. Asbury | 03/06/98 | |
| **SSA clients notified | R. Schroeder | 03/10/98 | |
| **Preliminary news release | D. Sandretti | 03/13/98 | |
| **CEO letters mailed | T. Felker | 03/25/98 | |
| **Paid announcements placed | D. Sandretti | 03/25/98 | |
| Executive sales team selected | Task Force | 03/06/98 | |
| Black Belt product specifications defined | R. Schroeder | 03/09/98 | |
| Black Belt sign-up process defined | R. Schroeder | 03/09/98 | |
| Pricing and terms of sale defined | R. Krawisz | 03/09/98 | |
| BB project support plan defined | R. Schroeder | 03/09/98 | |
| Registration for pilot class begins | T. Felker/SSA | 03/10/98 | |
| Questions/answers on Six Sigma | D. Shaw | 03/10/98 | |
| Customer Service orientation--phase I | T. Felker | 03/10/98 | |
| Copy of CEO letter from SSA approved | R. Krawisz | 03/10/98 | |
| Distribution agreement with Tri-Star | T. Felker/ | 03/12/98 | |
| Publications drafted | R. Holloway | | |
| Role of Mini-Tab defined and approved | R. Krawisz | 03/12/98 | |
| Quality Press article on Six Sigma (May) | M. Harry | 03/12/98 | |
| Operations plan presented to Directors | T. Felker | 03/16/98 | |
| AQC launch plan approved/scheduled | D. Sandretti | 03/16/98 | |
| SSA Quarterly Magazine copy approved | T. Felker/ | 03/16/98 | |
| | D. Shaw | | |
| Copy/design for fulfillment pkg. approved | T. Felker | 03/23/98 | |
| Deployment meeting with SSA | Task Force | 03/23/98 | |
| **Dates set for executive sales training | R. Schroeder | 03/23/98 | |
| **Dates set for training ASQ instructors | R. Schroeder | 03/23/98 | |
| Pilot key account presentation (Du Pont) | R. Asbury | 03/24/98 | |
| On line communication plan | G. McCann | 04/01/98 | |
| SSA Quarterly Magazine mailed | D. Shaw | 04/01/98 | |

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SIX SIGMA PROGRAM

PLANNED ACTIONS

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|--|---------------------------|--------------------|-------------------|
| Video distribution plan | T. Felker/ R. Holloway | 04/01/98 | |
| First wave of Sr. MBB Instructors selected | Task Force | 04/01/98 | |
| FY99 Marketing Plan finalized | T. Felker | 04/01/98 | |
| Fulfillment package printed | T. Felker | 04/03/98 | |
| Instructors for pilot class selected | R. Asbury | 04/24/98 | |
| Customer Service orientation--phase II | T. Felker | 04/28/98 | |
| Materials/equipment/support plan for pilot | T. Felker | 04/28/98 | |
| Hire Six Sigma Program Manager | R. Krawisz | 05/04/98 | |
| Six Sigma seminar at AQC | M. Harry/ R. Schroeder | 05/04/98 | |
| Quality Press article on Shainin, Taguchi, and classical DOE (July) | G. Watson | 05/04/98 | |
| Launch program at AQC | R. Krawisz | 05/04/98 | |
| Pilot Black Belt class starts | T. Felker | 06/08/98 | |
| Class schedule set for next 3 months | T. Felker | 06/29/98 | |