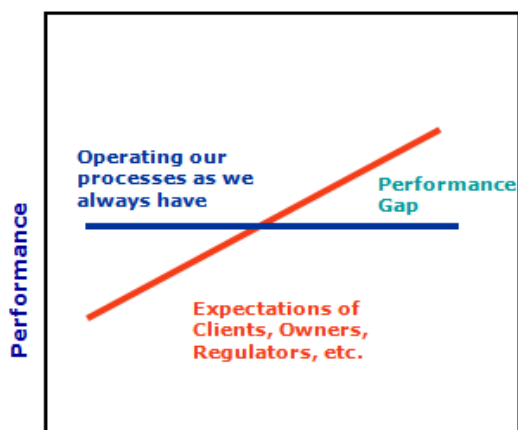


LSSO's LEGAL LEAN SIGMA™

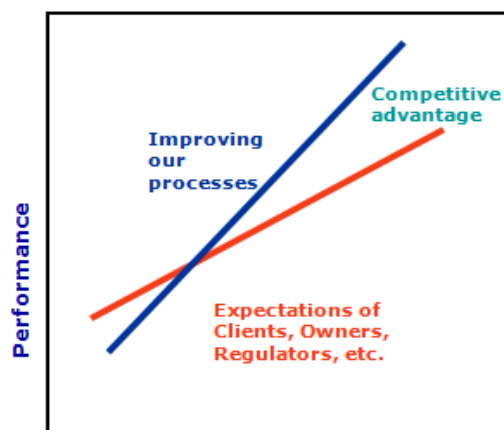
The first process improvement courses
for the legal profession

The Future
If We Do Not Improve
Processes...



Time

A Possible Future
If We Do...



Time

2010 Open Enrollment

YELLOW BELT CERTIFICATION COURSES

APRIL 12 & 13
Washington, DC

SEPTEMBER 21 & 22
Boston

The Legal Profession Really Is Different –

We Built the Bridge

Why would you take any other Six Sigma or Lean course? Simply put, it isn't efficient or practical to first learn about process improvement and then figure out how to apply it to your law firm or legal department. LSSO's **Legal Lean Sigma™** programs are the first ever designed exclusively for the legal profession. So you don't have to spend your time and energy bridging concepts – we did it for you.

We use case studies, examples, and success stories from law firms and legal departments so that you can learn about Six Sigma and Lean in context. Plus, in our open enrollment sessions, you learn with - and from - others working in the legal space.

With our singular focus, we are uniquely capable of teaching and certifying candidates for white, yellow, green and black belts and delivering leadership orientation programs. Because of our experience, we also know how to present one-of-a-kind courses to lawyers, business professionals and other practitioners, as well as senior management in law firms and legal departments.

Join organizations like these at LSSO's Legal Lean Sigma Courses: *ACC, Adams & Reese, Altman Weil, Bennet Jones, Borden Ladner, Drinker, Biddle & Reath, Fenwick & West, Goulston & Storrs, Hildebrandt International, Robinson & Cole, Thompson Coburn, White & Case, Waller Lansden*

Legal Lean Sigma – Yellow Belt Course Description

Today's law firm and law department professionals are faced with new challenges and opportunities to help their firms and departments maximize efficiencies. They must develop and employ strategies and tactics based on the client perspective and are responsible for reconnecting legal costs to the value received. Law firms and legal departments discovered the competitive advantages that come with improving their processes.

This course gives you the tools to take your role and your firm or department to a new level of excellence.

In this rigorous, two day Yellow Belt Certification course, you will learn Six Sigma, Lean and other process improvement methodologies that you can apply within your organization. Learning objectives for the yellow belt candidates are to:

- ▶ Understand the key concepts of processes and process measurement
- ▶ Be able to articulate the case for carrying out process improvement systematically within a law firm or legal department
- ▶ Be able to describe the most important process improvement toolkits (Lean, Six Sigma, and Theory of Constraints) and the main concepts behind each
- ▶ Become familiar with the 5 key phases (DMAIC) in executing a process improvement project
- ▶ Know the major steps and most common tools used in each phase of a process improvement project
- ▶ Be able to apply the concepts, steps, and tools to process improvement opportunities in law firms / legal departments
- ▶ Know what is required to move beyond carrying out process improvements opportunistically

As soon as we start to describe and measure a process, we will begin to see things that could be improved, from the perspective of the client or the firm or both. In fact, most processes fall far short of their potential and improving them will benefit BOTH the client and the firm.

Process Improvement can deliver:

- ▶ Better client outcomes
- ▶ Improved client satisfaction and loyalty
- ▶ Improved efficiency and speed
- ▶ Reduced errors and rework
- ▶ Lower costs and increased profitability

Process Improvement Courses

FOR LAW FIRMS AND LEGAL DEPARTMENTS

LSSO's LEGAL LEAN SIGMA™ YELLOW BELT

Program Developers & Lead 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 a certified Six Sigma green belt and a former corporate counsel. She is known for her successes as a law firm executive and creating highly functioning teams, innovative strategies and client development initiatives as well as business development training and coaching programs for lawyers and law firm business professionals. Catherine is the President and Co-Founder of the Legal Sales and Service Organization, an association focused on sales, service and process improvement in the legal profession. She is the Director of LSSO's Women Lawyers Studies and co-author of best selling book *The Law Firm Associate's Guide to Personal Marketing and Selling Skills* and the accompanying training manual. Contact: cam@legalsales.org

Reviews from Participants

"This is one of the best workshops I have attended and participated in over the last eight years... Content very well organized and easy to follow... Legal examples nicely tied to content... Practically delivered in bite-sized pieces... I learned a lot... very valuable...engaging, friendly, intelligent speaker... Would recommend... Course materials are excellent... Exceeded my expectations, which were high... Well planned, well documented, well led – well done!"

Registration

Space is limited. So please register early to reserve your spot. Please complete this form and mail it with a check to LSSO, P.O. Box 1572, Manchester, MA 01944.

- LSSO Member - preferred pricing - \$1750
- Individual registration - \$2500

Please contact us about team pricing, available for 2 or more participants from the same organization.

Please select your dates and location:

- April 12 & 13, 2001 K Street, Washington, DC
- September 21 & 22, 400 Atlantic Avenue, Boston, MA

Name _____

Title _____

Firm/Company _____

Address _____

City/State/Zip _____

Country _____

Email _____

Phone _____

www.legalsales.org

617.726.1500

Please contact LSSO for more information about Legal Lean Sigma™ courses specifically designed and privately delivered for your firm or company.