

LSSOSM LEGAL SALES AND SERVICE ORGANIZATION
Process Improvement Courses
FOR LAW FIRMS AND LEGAL DEPARTMENTS

YELLOW BELT CERTIFICATION

3 day program
October 21, 22 & 23 in Boston

Program Developers & 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 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 a certified Six Sigma green belt, professional speaker 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. She is the Director of LSSO's Women Lawyers Study and co-author of best selling book *The Law Firm Associate's Guide to Personal Marketing and Selling Skills* and the accompanying training manual.

www.legalsales.org
617.726.1500

Please contact LSSO for more information about LSSO's Process Improvement Certification courses – specifically designed for your firm or company.

Course Description

LSSO's white, yellow and green belt Process Improvement Certification programs are the first and only courses in process improvement designed specifically for law firms and law departments.

A process is a describable, repeatable sequence of activities that generates an outcome.

Administration professionals in law firms and legal departments are responsible for ensuring that processes are running at optimum efficiency. As soon as we start to describe and measure a process, we will begin to see things that could be improved, either in the client's eyes or the firm's/department's eyes or both.

In fact, most of our processes fall far short of their potential. And improving them will benefit BOTH the client and the firm/department. Learn how to improve:

- Billing and collections
- Document management
- Technology roll outs
- Firm events
- Responding to RFPs
- Client development
- Lateral integration
- Employee on-boarding
- Staffing
- Client service
- Professional development
- Practice specific processes, such as wills & trusts or closings
- and MUCH MORE!

In this rigorous, 3 day Yellow Belt Certification course, you will learn Six Sigma, Lean and other process improvement methodologies that you can apply within your organization. By using proven, disciplined approaches, tools and skills, you will increase productivity, positively affect the bottom line, reduce costs, and create job enlargement within your team.

The agenda covers:

- Introduction to Process Improvement
- Key Process Improvement Methodologies
- Effectively Executing a Process Improvement Project
- Using Process Improvement Systematically
- Preparing to Be a Successful Process Improvement Practitioner

Registration *Space is extremely limited. Preferred pricing for LSSO members.*

- Individual registration: \$1875
- LSSO members: \$1750
- Team pricing: \$1795 each (for 3 or more attendees)

Name _____

Firm/Company _____

Address _____

City/State/Zip/Country _____

Email _____ Phone _____

To join us, please mail this completed form and check to LSSO, 92 State Street, 9th Floor, Boston, MA 02109 or call 617.726.1500 to register and pay by credit card.