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Welcome to our September Newsletter!



The Project Solvers' office is located at The Old Pickle Factory, Suite 216A, in Pittsford.

Sigma works out in practice, rather than simply theory!

We also have a podcast on how 6-Sigma's adoption is going for non-US companies (in general they are behind the curve relative to the US—but listen to it to learn more). And we've found a 6-Sigma template that you can use on tool of the month on page 4.

Hope you all enjoy these last few days of summer and remember that back to school is 'the most wonderful time of the year' as they sing in the commercial! (I so agree).

-Enjoy Joanne



Welcome to our September newsletter! This month is beginning much the way summer began, nice and warm. I, for one, prefer it this way! Though as I write this our office air conditioner is not working and it is now 81.8 degrees in the office.

Our theme this month is from the Quality Management Knowledge Area. We will be focusing in September on Six Sigma, and how it can be used as a process improvement tool for your project. We have a guest speaker at our AM on PM Breakfast Forum on the 10th, Lori Cohen, a certified Six Sigma Black Belt will be discussing how Six

AI's Angle — Quality Management: Have everything in place

Most people associate quality with Manufacturing. This may have been in the past but today it is in everything we do as project managers, no matter what industry we work in. We have the responsibility to deliver a quality product within scope as planned, and in budget. The project manager has the ultimate responsibility for quality management of the project. Quality management has the same or equal priority with cost and schedule. However the direct measurement of quality may be the responsibility of the business or IT lead.

It has been stated by a number of authorities that as much as 20%-30% of all the labor in the project management office could be assigned to assuring the projects meet the quality standards of the company. The project manager needs to make sure that the team is aware of the quality management concepts of a

project:

- A Quality policy is in place throughout all the project
- A Quality change order system is in place at the beginning of the project and adhered to by all members of the team.
- Quality objectives are clearly stated and understood by the team
- A Quality Assurance lead is assigned and measurements are in place
- Quality Control –the PMBOK refers to quality control as the technical aspect of quality management
- Quality Audits ensures that the project is conforming to the project requirements
- Quality Plan is created by the PM and the team. Specific quality actions tied

to the WBS needs to be identified.

Often the move to assure that a quality product is being produced is to slow the rate of progress until the quality bar has been met and everyone understands how to meet it, and then accelerate the rate of progress again. As Ford Motor Company has stated "Quality is Job One". We as PM's need to embrace this process.

-Al

Please send comments to agubiotti@theprojectsolvers.com

AM on PM Forum on Quality Management Sept 10th— Six Sigma in Practice

Guest speaker **Lori Cohen**, founder of Compass Quality Solutions, will be presenting on the topic of Six Sigma in Practice. Lori is a 6-Sigma Black Belt with over 30 years of industry experience.

Date: Friday, Sept 10th

Time: 7:30am-9:00am

Location: Medaille College, 1880 Winton Rd, Rochester, NY

Cost: \$10

Pre-registration is appreciated for accurate headcount.

Bagels and Coffee Provided.

[Click here to register.](#)



So What's New?

Congratulations to the winner of our USB/MP3 Player drawing at last month's AM on PM Breakfast Forum. We think it was **Greg Coutant**—was it (can you verify Greg)?? One thing I'll warn you with, it may be difficult to re-charge via your computer's USB drive (it comes pre-charged, so only when you need to re-charge). If you have an external USB charger that works better.

We're excited to be sending **Ste-**

ven Tylock to NYC in October to present our exclusive one-day seminar, Leveraging LinkedIn for Effective Projects. If you are in the area it will be on October 6th at the Microsoft Office on the Avenue of the Americas.

Andrew Battisti is continuing to consult for us at Gleason Corporation, assisting them with one of their big programs.

Other than these pieces of news it was a relatively slow news month—

one training seminar was held, MS Project 2007. This one was held at St John Fisher College and we were fortunate to be given snack leftovers from the Buffalo Bills (no charge)! Mostly granola bars. The really good stuff was probably consumed by hungry linebackers!

The Project Solver's Services

At The Project Solver's we offer a number of services above and beyond public seminars. Here's a list of what else we do:

- Project/Program Manager Placement
- Project/Program Manager coaching
- Project issues consulting
- MS Project consulting
- PMO set-up
- Custom training at your site
- Re-sale of project management software tools and books such as:
 - MS Project
 - WBS Chart Pro (we provide a discount off retail)
 - MindMapper (with a discount off retail)
 - Steve Tylock's LinkedIn Personal Trainer book
- Extra class workbooks

Don't forget also that we are a NYS certified Woman-owned Business Enterprise and a registered government supplier!

Not located in Rochester, NY? We also travel. We can arrange for any of our workshops and seminars at your location or at a venue nearby.

Upcoming Public Seminars



INTRODUCTION TO AGILE PROJECT MANAGEMENT— Earn 8 PDUs!

Thursday, Sept 16th,

2010

You are familiar with the concepts of traditional project management and may have used the concepts to manage multiple projects. For projects in which the requirements are continuously changing, you may need a more proactive project management approach; Agile!

This course is intended for anyone who wants to efficiently manage projects that experience frequent changes in user requirements or desires to learn about Agile. [<<Click here for info or to enroll>>](#)

'PMP IN FOUR' EXAM PREP BOOTCAMP— Earns 35 Contact Hours/PDUs!

Take the accelerated path to your PMP by way of our bootcamp in four consecutive weekdays OR four consecutive Saturdays. It's part of our 'PMP in Four' initiative which brings you alternate scheduling options that will fit your schedule. Note: we offer a special rate if you are unemployed. Contact us directly.

Watch the schedule for our next weekday boot-camp!

Do the bootcamp in 4 consecutive weeks:

[Click here ==>Four Consecutive Satur-](#)

[days, September 11th, 18th, 25th, and Oct 2nd](#)

Or do on Mondays/Tuesdays during the day for two consecutive weeks:

[Click here for more on the Sept 27th, 28th, Oct 4th, 5th offering.](#)

We are also offering our CAPM bootcamp during the same week.

The Certified Associate in Project Management (CAPM) is a fairly new credential and now you can get training for the exam here in Rochester. This course is designed for:

- The new project manager
- Those wanting to make the transi-



tion into project management

- Those who lack the requisite 3500 documented hours that the PMP exam requires.

Finance for Project Managers

Earn 7 PDUs!

Friday, September 17th, 2010

This course is designed especially for Project Managers, General Managers and Functional Managers who wish to broaden their understanding of financial concepts and techniques to successfully manage larger projects.

[Click here for info or to enroll!](#)

Leveraging LinkedIn for Effective Projects— 3 PDUs each

It's back! The Basic covers the basics of LinkedIn and will get everyone grounded on the same page. The Advanced is for more advanced users or for those who've attended the Basic session. This portion will demonstrate how to use LinkedIn and its associated applications for project team communication and collaboration.

[Click here for the Basic](#)

Leveraging LinkedIn for Effective Projects, Advanced, Earns 3 PDUs!

[Click here for the Advanced](#)

Take both Basic & Advanced and save \$28! —Click Here for Both—

Have you seen our Online Training offerings?

MS PROJECT 2007, Basics and Beyond Earn 16 PDUs!

Next offered November 15-16th

Learn what's new in Project 2007. Learn the basics as well as advanced techniques such as resource sharing, creating budgets and tracking costs, customizing views, and interfacing with other applications. Note that we are offering this seminar at a special rate if you are unemployed.

[Click here to register or for more info.](#)

ONLINE TRAINING:

The Successful Manager: How to Coach

Only \$79.00!

Managers who lead and manage through coaching—providing encouragement, feedback, and support—are more successful in "working through others." This brief course focuses on the skills and techniques of positive coaching in an organizational setting,

including active listening, observing and providing constructive feedback, reinforcing positive employee performance... [more](#)

Said at August's AM on PM Forum:

"If you have a (cost) tracking system, all of a sudden there's accountability."

-Al Gubiotti

Podcast of the Month - International Six Sigma Challenges for non-US cos.

Bill Hertzling and Roger Hinckley of **SBTI**, a 6 sigma training and consulting management firm, discuss issues with implementing 6-Sigma and Lean in an international project. It's important to have a process improvement consistent language across cultures and to have training provided a firm that really understands how to implement a 6-Sigma initiative. Public offerings typically provide only tool training but don't follow

up with how to apply the tool to your project specifically.

Roger also discusses points to look for when piloting a Lean Six Sigma initiative.

Six Sigma has been effectively used in the banking industry in the U.S. but not outside of it, whereas you're more apt to see it implemented in manufacturing operations outside of the US.

For more information listen to the podcast!

[To hear the podcast click here](#)

PM Tool Tip of the Month: A Six Sigma template for your project

Al found this template for chartering a Six Sigma project from www.6sigma.us, a training and consultant provider for 6 Sigma certification and expertise. 6sigma is also a PMI Registered Education Provider.

To download a word version of the template [click here](#).

<i>Product or Service Impacted</i>		<i>Expected Project Savings (\$)</i>				
<i>Black Belt or Green Belt</i>		<i>Business Unit</i>				
<i>Champion</i>		<i>Phone Number for Belt</i>				
<i>Master Black Belt</i>		<i>Email for Belt</i>				
<i>Start Date</i>		<i>Target Completion Date</i>				
Element	Description	Team Charter				
1. Process:	The process in which opportunity exists.					
2. Project Description: what is the "Practical Problem"	Problem and goal statement (project's purpose)					
3. Objective:	What improvement is targeted and what will be the impact on Rolled Throughput Yield (RTY), Cost of Poor Quality (COPQ) and Capability index C-P, back orders, costs? The "Statistical Problem" - the measurable variable(s)	Project Y's	Baseline	GOAL	Entitlement	units
		Metric 1				%
		Metric 2				\$/A
		Metric 3				units /A
4. Business Cases:	Expected financial improvement, or other justification.					
5. Team members:	Names and roles of team members?					
6. Project Scope:	Which part of the process will be investigated and excluded.					
7. Benefit to External Customers:	Who are the <u>final</u> customers, what are their key measures, and what benefits will they see?					
8. Schedule:	Give the key milestones/dates. M- Measurement A- Analysis I- Improvement C- Control Note: Schedule appropriate Safety Reviews.	Project Start				
		"M" Completion				
		"A" Completion				
		"I" Completion				
		"C" Completion				
		Safety Reviews				
Project Completion						
9. Support Required:	Will any special capabilities, hardware, trials, etc be needed?					

AM on PM August Summary, COST is an Acronym

[Excerpt from LinkedIn AM on PM Breakfast Forum group]

Al Gubiotti, Project Solvers' VP, led August's AM on PM Forum. He highlighted some key pieces from his Finance for Project Managers seminar beginning with what COST as an acronym stands for. C=Company, O=Operations, S=Systems, T=Tracks. His first slide has this acronym within a pyramid with the "T" at the bottom and "C" at the top meaning that a cost tracking system will roll up to the company cost systems, which rolls up to the company operations and then rolls up to the company as a whole. All of this to show that a project's total cost is integral to the company as a whole and that as a PM you should be aware of how it ties in.

Al pointed out that most PMs are focused much more on schedule than cost. The concern is more whether you are behind or ahead of schedule. However schedule translates directly into cost - the longer the project takes, the more it will cost. Part of the reason for the focus on schedule is that many PMs aren't aware of their costs, or how they spend dollars, and so focus on what they are aware of - which is their schedule. However, again, costs need to be reviewed and tracked too. After all, it was the likely the dollars involved that provided the business case for your project to begin with.

Al had the group ask themselves the following questions: [Click here to see the remainder of the summary](#)



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www.theprojectsolvers.com



Do you use LinkedIn, Facebook, or Twitter?



We have an AM On PM Group on LinkedIn! From linkedin.com simply do a search on groups looking for "AM on PM" as the keyword to search. Put in a request to join and we'll get you right in.

The AM on PM group serves as a repository for our summaries as well as a place to add to the discussion and get updates on the next session.

Follow Joanne on Twitter! My Twitter name is "**projectsolvers1**". I am using Twitter for Project Solvers' announcements.

send an email to joanne@theprojectsolvers.com .