



# 2010 Summer Conference “Lean Thinking”



## Agenda

**Friday, June 18, 2010**

**8:00AM – 12:30PM**

Register online at  
[www.azahq.org/education](http://www.azahq.org/education)

**Scottsdale Healthcare  
Shea Medical Center  
Donna and Tom Brady  
Conference Center  
9003 E. Shea Blvd  
Scottsdale, AZ 85260**

- |              |   |
|--------------|---|
| 7:30 am      | Registration / Continental Breakfast  |
| 8:00 -9:00   | Welcome and Overview  |
| 9:00-10:00   | Identify Lean and Process Improvement Methodology                                       |
| 10:00-10:15  | Categorize and Identify the 8 types of waste that create barriers to productive work    |
| 10:45-11: 00 | Break   |
| 11:00 -12:00 | Identify how the 5S's help to create a visual workplace and improve work                |
| 12:00 -12:30 | Introduction into Concepts of PDSA & A3   |
| 12:00 -12:30 | Identify applicability and need for improvements in your own work environment/Questions |

## Speaker: Abdul Mansour from Scottsdale Healthcare

### Academic & Professional Training

- BA in Social Policy & Administration, University of Kent at Canterbury, Canterbury, United Kingdom.
- Master in Healthcare Administration, University of Washington, Seattle, Washington.
- Master Certificates in Lean/Six Sigma, Villanova University, Tampa, Florida.
- Senior Baldrige Examiner, State of Washington.
- Graduate of the Leadership Tomorrow Program, Seattle Washington.

### Professional Experience

Most of his 30 years professional experience has been in the healthcare field within the areas of planning, operation, management and Lean/Process Improvement in Middle East, Europe, Canada and the United States. Started as a unit secretary and worked his way up to hospital administrator.

### Major achievements:

- Developed lean/Process Improvement programs for sheltered employment for people with disabilities.
- Assisted in designing and program developments center for people with sensory and mobility disabilities (500 individuals).
- Coordinated a respite program for a healthcare county for seniors and their families.
- Planned and managed a health care system consisting of a 300 bed acute care hospital and 55 primary and specialty clinics.
- Led the Lean/Process Improvement program at a 1200 beds healthcare system achieving savings in millions of dollars by streamlining processes related to ED/EVS/L&D/Discharge/Pharmacy/Patient flow and the implementation of CPOE ,



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## “Lean Thinking”

Program Fee: \$65.00 for AzAHQ Member; \$80.00 for Non-AzAHQ Members  
(Includes: Applied for 4.0 CPHQ credits, continental breakfast)

### Please use our online Registration:

- Use your browser back button to return to the list of education events or go to <http://azahq.org/education> for the list of upcoming education events
- Click on “How to register” link to complete the registration
- If any difficulty, email: [quality@azahq.org](mailto:quality@azahq.org) or call (623) 680-9955 or (480) 882-6071

### Payment: payment at least 7 days prior to conference is appreciated

**PayPal:** follow directions on the online education registration form

**Mail** check payable to AzAHQ after completing online registration to:

Holly Grems, AzAHQ Association Mgr  
20118 N. 67<sup>th</sup> Ave, suite 300-470  
Glendale, AZ 85308

Late registration payable at door in form of check or money order.

Request for cancellation refund must be made at least 5 days prior to conference by emailing [quality@azahq.org](mailto:quality@azahq.org) or call (623) 680-9955

