A Robust Engagement Model to Synchronize People & Process Change

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**When:** Friday April 4th, 2014, 11:45 AM – 1:00 PM

**Where:** BSB 3.03.02 (Loeffler Room)  *new location  
Biological Science Building at UTSA Main Campus  
(MAP: http://camls.utsa.edu/Event_files/CAMLS_MAP_Loeffler.pdf)

**RSVP:** Contact Dr. Hung-da Wan (hungda.wan@utsa.edu) to reserve your seat

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**Presentation Summary**

Process improvement methodologies are not sustained only by perfect processes. Another pivotal factor that is often left out in the implementation is the people side of change. Effective process improvement methodologies synchronize people, process, and technology with an overarching purpose (strategy). This talk will focus on a robust 3DS (Diagnose, Design, Deliver and Sustain) engagement model that has been successfully applied in finance, operations, human resources, technology, and new digital product development. The combination of the 3DS model for process excellence and ADKAR (a PROSCI® methodology) to sustain the people side of change is the foundation in building true sustainable CI culture. The audience will be able to walk away with key learnings of the methodology, the implementation challenges and tips for successful deployment in a global organization.

**Speaker Information**

Krishnan’s career spans over 18 years across Business Process Re-engineering, Scheduling and Resource Planning, Enterprise Quality, and Strategy & Continuous Improvement (CI) across three continents. He has created and sustained a CI culture and coached various senior executives in LeanSigma thinking. He is an active researcher and practitioner of CI with peer reviewed publications. Krishnan has a graduate degree in Industrial Engineering from Wichita State University, Kansas, USA. He holds a Certified Six Sigma Black Belt (CSSBB) and he is also certified as a Change Management Train the Trainer Professional from PROSCI®.

Brandon’s 18 year career includes directing a scoring operation, directing a distribution center, and creating and managing a project management office. Brandon holds a Bachelors of Business Administration degree in Production/Operations Management from the University of Texas at Arlington. He also is a Certified Software Quality Engineer (CSQE) and a Project Management Professional (PMP).