

## ***Business Process Excellence***

### ***The integration of Continuous Improvement, Quality Management, and Project Management towards organizational goals***

By: **John A. Wood**, MBA, MBB, PMP, CMQ/OE, Senior Vice President – Broadway Bank  
**Erika Lanciault**, PMP, Optimization Manager – Broadway Bank

**When:** Friday, December 15<sup>th</sup>, 2017, 10:50 AM – 12:00 PM

- 10:50-11:00am – Reception
- 11:00-11:45am – Presentation
- 11:45-12:00pm – Discussion & Networking

**Where:** Engineering Building (EB) 3.04.30 at UTSA

(MAP: [http://camls.utsa.edu/Event\\_files/CAMLS\\_MAP\\_CIP\\_Meeting.pdf](http://camls.utsa.edu/Event_files/CAMLS_MAP_CIP_Meeting.pdf))

**Visitors:** Please use the parking garage on Ximenes Ave. for hourly parking. Ground parking is "permit only." For assistance while on campus, call Mechanical Engineering Department: 210-458-5516.

**Sign up:** This event is free and open to public. Please sign up here: [www.surveymonkey.com/r/MMZZ3F7](http://www.surveymonkey.com/r/MMZZ3F7)



#### **Presentation Summary**

Although Continuous Improvement (CPI), Quality Management (QM), and Project Management (PM) are often deployed as discrete or stand-alone programs, it's important to consider how their natural overlap can be exploited as a more focused and integrated Business Process Excellence (BPE) program that becomes the execution vehicle for tactical and/or strategic goals.

This presentation illustrates the various organizational components and technical methods that can be used to link CPI, QM, and PM methodologies in service or transactional industries such as financial institutions. Further, we'll be exploring some of the organizational, cultural, and change management components that must be considered when establishing a successful BPE program.

#### **Speaker Information**

**John A. Wood – Broadway Bank** serves as Broadway Bank's Director of Business Process Excellence and has taken Broadway's continual improvement efforts from basic LEAN concepts to the first stages of formal Business Process Excellence/Management. His program includes Six Sigma process capability monitoring, internal Service Level Agreements (SLAs), Project Management methodologies, and core process Key Performance Indicator (KPI) development. John has written continual improvement articles for Broadway's Family Owned Business Resource Center, and Broadway's Moneywise customer newsletter. John has also delivered continual improvement presentations to the business community via networking through the North San Antonio Chamber.

Prior to joining Broadway, John served as an analyst/project manager for the State of Texas and DoD. John retired from the US Navy after 21 years of service where he managed the maintenance/operation/modernization of fleet warship/shore-based IT, communications, combat/electronic systems, and infrastructure.



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## Continuous Improvement Professionals (CIP) Meeting & CAMLS Seminar at UTSA

John has taught Management and Organization Behavior as adjunct faculty at Park University and holds a Master of Business Administration degree. John is also a Lean-Six Sigma Master Black Belt (MBB), a Project Management Professional (PMP), and a Certified Manager of Quality and Organizational Excellence (CMQ/OE).

**Erika Lanciault – Broadway Bank** serves as Broadway Bank's Optimization Manager with a concentration on managing medium to large scale projects. Erika has managed Broadway enterprise wide projects for over six years which include both system and product implementation. She is one of five Broadway certified Six Sigma Green Belts and has been functioning in that capacity for three years to include establishing service level agreements and Key Performance Indicators (KPI) for the Consumer Banking Line of Business.

Erika holds a Bachelor's Degree in Finance and is also a Project Management Professional (PMP.)



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