



Dear A&BS Employees,

As previously mentioned, one of my goals is to provide process improvement training to interested staff and managers. This training will provide a common platform and language for our division that will help us on our journey to improve customer satisfaction, ensure we are able to deliver desired results, and ensure our processes can reliably meet expectations. This training will provide you with the opportunity to identify potential areas for improvements with our current systems and processes, determine ideas and suggestions for improvement, and put these improvements into practice.

To better prepare us for this journey, I am pleased to announce **White Belt Process Improvement Training** for Administrative & Business Services employees. This certification course introduces participants to the two most important process improvement methodologies: Lean and Six Sigma.

Register for one of the instructor-led, 1.5 hour classes by clicking on the applicable link below. More training times will be available soon, as well as a computer-based training.

- [Tuesday, August 29, 2017](#)  
9 - 10:30 a.m. | 111 Theory, Suite 200 | 32 spots
- [Wednesday, August 30, 2017](#)  
1:30 - 3 p.m. | 4600 Health Sciences Road | 40 spots

Act quickly and be one of the first 50 people to sign up to be eligible for a chance to win a \$25 gift card!

Please contact Shaina Sims ([simss@uci.edu](mailto:simss@uci.edu) or 949.824.3726) with any questions.

Much appreciation.

Ronald S. Cortez, JD, MA  
Vice Chancellor  
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