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NCSLA 2013 Conference Presents “Lean Six Sigma: Maximize Organization Efficiency”

The National Conference of State Liquor Administrators, Incorporated (NCSLA) will assemble June 24-28th on the island of Oahu at the Sheraton Waikiki Resort in Honolulu, Hawaii for its 2013 annual meeting and conference. Serving as conference host is the Honolulu Liquor Commission.

The annual conference theme is “**Evolve, Adapt, Endure.**” Our business agenda will cover a number of diverse issues that demonstrate the need, application and importance of this philosophy.

One highlight of the program is a panel discussion that will finally bridge the gap between theory and practice. "Of what?", you might ask.

“*Lean Six Sigma*” is a leading methodology to eliminate waste and improve services in your organization. This session introduces you to a proven solution to a crisis that is still lingering in many sectors. Lean Six Sigma can support your discovery of waste in processes and help speed up the delivery of products and services. Major companies such as Toyota, Boeing, Virginia Mason, and Seattle Children's Hospital have yielded significant results with Lean methodologies. Government organizations are starting to see results, too. The State of Washington has a large Lean Six Sigma initiative and many state agencies are yielding faster processing time, along with cost and resource savings in key services.

Organizations simply cannot afford to ignore how long their services take or how much they cost. It doesn't matter what sector you are in. This session will provide an overview of the infrastructure needed to support the adoption of Lean Six Sigma. Furthermore, you will hear from one state agency leader who is adopting this methodology initiative with full vigor, and hear all about her results!

This panel consists of Pat Kohler, Director of the Washington State Liquor Control Board and Dr. Wendy Fraser. Pat Kohler has been the LCB Director for the last 11 years and has been in state government for 30 years. In July, 2012 she achieved her Lean Six Sigma Green Belt Certification. She has created a performance management culture at the Liquor Control Board to include a LEAN organizational structure, training, and multiple agency-wide LEAN projects. Results included improved productivity, reduced costs, increased customer service satisfaction and improved employee morale.

Wendy Fraser, PhD, of Fraser Consulting, has been using Lean Six Sigma and other performance improvement methodologies for over twenty years. In her work with the Washington State Department of Revenue, they documented over \$58 million in additional revenue to the state, saved nearly 150,000 staff hours, saved \$1 million in agency funds, and generated \$4.2 million for other businesses. She consults with public, private, and non-profit organizations both in the United States and abroad.

If your organization already operates at peak efficiency while delivering optimum service in all areas at bare minimum cost, you can probably skip this session. But before you leave, are you sure that your customers, employees and management couldn't be any more satisfied with your organization? We all know there's room for improvement so you cannot afford to miss “*Lean Six Sigma: Maximize Efficiency In Your Organization*”!

Start making your plans NOW to come to Honolulu, Hawaii from June 24-28, 2013 for this year's annual meeting of the NCSLA! **Registration is open now** so visit www.ncsla.org for details and register early to take advantage of the lowest rates! Watch for more exciting updates on the NCSLA 2013 Annual Conference to be broadcast in the coming weeks.

About National Conference of State Liquor Administrators, Incorporated:

A national organization of state alcohol beverage regulators, founded June 19, 1934, in Chicago, Illinois, whose purposes are to promote the enactment of the most effective and equitable types of state alcoholic beverage control laws; devise and promote the use of methods which provide the best enforcement of the particular alcoholic beverage control laws in each state; work for the adoption of uniform laws insofar they may be practicable; promote harmony with the federal government in its administration of the Federal Alcohol Administration Act; and strive for harmony in the administration of the alcoholic beverage control laws among the several states. Visit www.ncsla.org for more information.