

# Performance Measures and Statistics Workshop

Instructor: Steven S Prevetie  
[Steven\\_s\\_prevette@rl.gov](mailto:Steven_s_prevette@rl.gov)  
509-373-9371



**Red Lion Inn, Richland Washington - October 29 and 30, 2007**  
**\$200 per student for ASQ members / \$250 non-ASQ members**  
**Rooms at the Red Lion are available at \$72.95 per night**

This workshop is designed to provide an introduction on use of data for management decision making. The complete life cycle of data, from the initial data collection, through analysis, interpretation, decision making, implementation and effectiveness review will be included. The workshop is intended for analysts and managers with minimal background in statistics.

## Course Outline:

***Dr. Deming's Red Bead Experiment.*** A hands-on experience with management and mismanagement of performance results. Data from the experiment will be plotted on control charts by the attendees.

***How to choose performance measures and gather data.*** So many performance measure efforts fail because they never get to the point of actually deciding what data to collect. During the course of the two days, the group will brainstorm performance measures for several common organizations.

***How to use performance measure results.*** Faulty use of performance measures, driving fear into the organization, is another reason performance measure efforts fail. Dr. Deming's System of Profound Knowledge and its importance to performance measures will be included.

***Basic searches of Access and Excel files.*** This session will provide some handy tips for organizing your data electronically for performance measure plotting. This will be part of five hours of computer training  
NOTE: Students should bring a laptop computer if possible.

***Statistical Process Control.*** How to analyze your performance measure data, and segregate signals from the random background noise. How to avoid inappropriate knee jerk reactions, and how to focus management attention on improvement. The attendees will make control charts from actual operational data.

***Histograms and Pareto Charts.*** Once we have identified time periods of interest using Statistical Process Control, how to breakout your data and find "low hanging fruit."

***Control Chart Based Dashboards.*** This topic will show how to take the control chart results, and organize them into a color coded dashboard for Executive Summary use by senior management.

***The Life Cycle of a Trend.*** How all of the above items fit together into a continual improvement culture that will lead to financial, quality and safety successes.

## About the Instructor:

MS Degree in Operations Research  
ASQ Certified Quality Engineer since 1997  
Author for the American Society for Quality *Quality Progress*, and the American Society of Safety Engineers *Professional Safety*.  
Speaker at ASQ and ASSE national and local conferences  
Seven years experience as MBA instructor for City University, Bellevue WA



**Registration is required by October 22.** For more information or to register for this workshop, contact [Steven\\_s\\_prevette@rl.gov](mailto:Steven_s_prevette@rl.gov), or call 509-373-9371.

Sponsored by:

**FLUOR**<sup>®</sup>