



**Lean Six Sigma (LSS)  
Special Interest Group (SIG)**  
<http://www.asq509.org/ht/d/sp/i/197/pid/197>  
<http://asq0511.org/SIG/sig.html>

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**Sponsored by: ASQ Section 509 (MD & DC) and Section 511 (N.VA)**

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**LSS SIG Monthly Meeting**

**DATE:** Wednesday, 31 March, 2010

**TOPIC:** Systems Thinking Concepts

**SPEAKER:** Mr. Greg Foster, Lean Six Sigma Master Black Belt  
CPS Professional Services



1616 Anderson Road McLean, Virginia 22102  
Center Conference Room (3<sup>rd</sup> Floor)  
(See map for directions to TEQCORNER, [www.teqcorner.com](http://www.teqcorner.com))

**TIME:** **6:00-6:45pm**– Networking  
**6:45-7:45pm** – Program  
**7:45-8:15pm** – LSS SIG Announcements

**ADMISSION:** Please register at <http://www.asq509.org/ht/d/DoSurvey/i/38891>.  
Registration is complimentary and ASQ Membership is not required. Light refreshments will be provided. Questions can be directed to [SixSigmaSIG@asq509.org](mailto:SixSigmaSIG@asq509.org).

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Additional information on the next page.

*Your competitors will be there. Your clients will be there. Shouldn't you be there too?*

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**WHAT:**  
**Description**

The key question explored with systems thinking is: *How did we (through our internal thinking, our practices, and our procedures) contribute to or create the circumstances (good or bad) we face now?* Straight-line and process-oriented thinking may not address or even consider this question as we work to improve the processes within which we work.

This question can be explored using a structured process that walks a team through a system's interactions, feedback loops and the mental models that are driving that system. Using a video case study, the basic concepts of how to look at organizational issues using systems thinking will be introduced. For additional information on the basics of systems thinking/dynamics see pages 87-190 of *The Fifth Discipline Fieldbook* by Peter Senge, et al.

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**WHO:**  
**Bios**

Mr. Greg Foster holds a B.S. from the United States Naval Academy, class of 1977. He has held various positions in the area of quality since 1982 with IBM, GE and Bank of America and currently serves as the Program Manager in the U.S. Army's Lean Six Sigma deployment PMO with CPS Professional Services. Mr. Foster has conducted breakout workshops on systems thinking at several Navy and DoD CPI conferences over the last four years. He retired from the Naval Reserves in 1998 after serving 21 years active and reserve service and lives in the Tulsa, OK area.

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**WHY:**  
**Attend to...**

- 1. Be informed**  
Information is key, so stay in-the-know about high-relevance and high-impact issues affecting the Six Sigma community.
- 2. Be connected**  
It's *what* you know, but also *who* you know. Network with current and prospective clients, colleagues and competitors.
- 3. Be resource-full**  
Treat others as you'd like to be treated. Count on the SIG's loose network of professionals for resources and be recognized among your peers as a go-to expert.
- 4. Be wise**  
Don't repeat mistakes, benchmark! Share and learn lessons and best-practices from those in the same boat and those who have "been there done that."
- 5. Be innovative**  
Let diverse expert speakers from business and academia challenge and inspire your Six Sigma thinking with a fusion of new ideas and unique perspectives.
- 6. Be...long**  
You are not alone. Meet like-minded professionals equally passionate about their work in an open, friendly atmosphere of learning and professional growth.

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**Directions  
To  
Tyqcorner**



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**From Dulles International Airport:**

Take the Dulles Toll Road (VA-267) East. Take exit number 19A towards Tysons Corner

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(VA-123 S). Keep left at the fork in the ramp. Stay straight to go onto Anderson Road. At the 1st light, make a right into the TeqCorner parking lot and enter through the 1st floor Reception area.

**From Ronald Reagan National Airport:**

Merge onto the George Washington Memorial Parkway going North. Take the VA-123/Chain Bridge exit towards McLean. Keep right at the fork in the ramp. Merge onto Dolley Madison Boulevard. Turn left onto Anderson Road, which is after you pass under the Dulles Toll Road bridges. At the 1st light, make a right into the TeqCorner parking lot and enter through the 1st floor Reception area.

**Baltimore Washington International Airport:**

Take I-195 West. Take exit number 2B (MD-295 S - Baltimore Washington Parkway) towards Washington. Merge onto the Capital Beltway (I-95/-495) towards Northern Virginia. Take exit number 45B, on the left towards I-66 East towards Washington. Merge onto the Dulles Toll Road (VA-267 E). Immediately, take exit number 19A towards Tysons Corner (VA-123 S). Keep left at the fork in the ramp. Stay straight to go onto Anderson Road. At the 1st light, make a right into the TeqCorner parking lot and enter through the 1st floor Reception area.

**From Downtown DC:**

Take Constitution Avenue West towards Virginia. Take the I-66 W ramp. Merge onto I-66 W. Take exit number 67, towards I-495 North / Dulles Airport / Baltimore. Merge onto the Dulles Toll Road (VA-267 W). Take exit number 19A towards Tysons Corner (VA-123 S). Merge onto Dolley Madison Boulevard. At first light, turn left onto Anderson Road. At the 1st light, make a right into the TeqCorner parking lot and enter through the 1st floor reception area.

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