



ManagingPARTNER



Ark Group/Managing Partner's

Process Improvement & Legal Project Management Workshop

Driving Efficiency, Value, and Profitability with Process Improvement and Legal Project Management

Register to attend before July 31st to receive your 15% Early-Bird Discount!

September 20, 2013

AMA Executive Conference Center

San Francisco, CA

This full-day workshop is designed to introduce participants to Process Improvement (PI) and Project Management (PM) – two proven, disciplined approaches that when employed together produce excellent results.

During the morning, participants will learn about Project Management and the two most important Process Improvement toolkits-- Lean and Six Sigma -- and how PI and PM are being employed in a legal setting. During the afternoon, participants will have the chance to apply concepts, tools and skills in a hands-on, workshop environment--followed by a team style debate concerning which comes first, PI or PM?

If you're ready to take your role, your firm, your department, or your practice to a new level of excellence and profitability, this one-of-a-kind workshop will provide a unique learning opportunity for those who are interested in:

- Better client outcomes
- Improved efficiency and speed
- Reduced errors and re-work
- Lower costs
- Increased profitability
- Improved client satisfaction and loyalty

This workshop consists of simulation, experiential learning, table work and discussion. Participants will use case studies, examples, and success stories from law firms and legal departments so that you learn about Six Sigma, Lean, and Project Management in relevant context for immediate application.

Attendees of this workshop will gain an understanding of how to:

- Select and prioritize process improvement projects
- Assemble and lead a process improvement team
- Employ PI and PM tools and techniques to solve priority problems or capture significant opportunities
- Make the case for PI and PM
- Determine which approaches work best in their organizations and how to structure for success

Sponsored by:



Legal Lean

Sigma Institute

This Workshop Will Be Facilitated By:

Catherine Alman MacDonagh, JD, Chief Executive Officer and Co-Founder, **Legal Lean Sigma Institute**, Co-Developer, Legal Lean Sigma®

AND

Kristin Sudholz, Chief Value Officer, **Drinker Biddle & Reath LLP**

Process Improvement & Legal Project Management Workshop

Driving Efficiency, Value, and Profitability with Process Improvement and Legal Project Management

Workshop Agenda/Outline – Friday, September 20, 2013

8:30AM

Registration & Networking Breakfast

9:00AM

Introduction and Discussion

Process Improvement (PI) + Project Management (PM)

- Drivers
- The Basics
- The Connection and the Sequence

9:15AM

Simulation: Timekeeping & Billing Process

9:45AM

Process Improvement

- **PI Principles**
- **Key PI Methodologies**
 - Pure Technology
 - Theory of Constraints
 - Lean
 - Simplify processes
 - Eliminate or reduce waste / steps
 - Maximize process speed
 - Greatly improve productivity
 - Six Sigma
 - Understand relationships between variables
 - Understand process capability and align with requirements
 - Appropriately reduce and control variation

10:30AM Morning Networking & Coffee Break

10:45AM

Project Management

- **The Phases of PM**
- **Purpose of PM**
 - Maximize the probability of delivering positive outcomes for a client
 - Maximize the probability of all deliverables meeting quality, time, and budget expectations
 - Minimize the chance that heroics will be required during the course of the matter
 - Provide stability, predictability, and generate confidence on the part of the client
 - May also help optimize the use of key resources (this may involve managing across projects)

11:15AM

DMAIC – The Framework for Process Improvement (PI)

Define: define the problem and why it needs to be solved

Measure: measure the current performance of the process

Analyze: analyze the opportunities to reduce waste or variation

Improve: improve the process by identifying, implementing and validating process changes

Control: control the process by implementing methods to ensure improvements will be sustainable

11:45AM

Case Studies and Award Winning Programs from the Legal Profession

12:00PM Networking Luncheon

1:00PM

Process Improvement & Project Management Tools

- Video
- Project Charters
- Process Maps

1:30PM

Define Phase Exercises (table work)

- Business Case
- Problem/Opportunity Statement

2:15PM

Data Gathering & Measure Phase Exercises (table work)

2:45PM Afternoon Networking & Coffee Break

3:00PM

Getting Started and Structuring for Success

- **Key Considerations**
- **Approaches to PI**
 - Skill development
 - Project
 - Strategy and organizational development
- **Approaches to PM**
 - Import talent
 - Demonstration project
 - Training

3:25PM

The PI/PM Debate: Which Comes First?

Attendees will be placed on a debate team. With faculty as the judging panel, they will argue that either PI or PM comes first (as priority and/or succession). We'll see who wins!

4:15PM

Wrap-Up Discussion / Q&A



Fax back this form to:
+1 312 212 1303



Or call us at:
+1 312 212 1301



Or Email:
pfranken@ark-group.com



Register online at:
usa.ark-group.com



Ark Group
407 S. Dearborn St.
Suite 1335
Chicago, IL 60605

Process Improvement & Legal Project Management Workshop (SEPT 20-SF)

	Attendee 1	Attendee 2	Attendee 3
Name	_____	_____	_____
Job Title	_____	_____	_____
Organization	_____	_____	_____
Address	_____	_____	_____
	_____	_____	_____
Zip Code	_____	_____	_____
Phone	_____	_____	_____
Fax	_____	_____	_____
Email	_____	_____	_____

Signature

I have read the terms and conditions below

- Workshop Registration Fee \$995
- Workshop + Sept 19 Pricing conference (details below) \$1690
- Admission for Consultants/Solution Providers \$1495
- EARLY-BIRD DISCOUNT:** I am registering before [July 31st](#) and would like to claim my 15% early bird discount!

For team discounts, call Peter Franken at 312 212 1301

Please note: payment must be received in full prior to the event to guarantee your place


 
 

Card number

Expiration Date

Security Code

- Payment in the mail (checks made payable to Ark Group USA)
- Multiple bookings: please invoice separately**

Registration conditions

1. Registrations can be submitted at any stage prior to the event, subject to availability. A limited allocation is being held and registering early is therefore recommended, in the event of the registration not being accepted by Ark Group the total amount will be refunded.
2. Payment must be received in full prior to the course.
3. All speakers are correct at the time of printing, but are subject to variation without notice.
4. If the delegate cancels after the registration has been accepted, the delegate will be liable to the following cancellation charges:
 - Cancellations notified over 45 days prior to the event will not incur a cancellation fee.
 - In the event of a cancellation being between 45 and 30 days prior to the event, a 20% cancellation fee will be charged.
 - For cancellations received less than 30 days prior to the event, the full delegate rate must be paid and no refunds will be available.
5. All registrations submitted by e-mail, fax, or over the telephone are subject to these booking conditions.
6. All cancellations must be received in writing.
7. Ark Group will not be held liable for circumstances beyond their control which lead to the cancellation or variation of the program.
8. Please make checks payable to Ark Group USA.

Ark Group USA will not use your email address or information for any purpose other than distributing our conference and event notices.

Venue and Accommodations

This meeting will be held at the AMA Executive Conference Center located in the **San Francisco Marriott Marquis** at 55 Fourth Street, conveniently located minutes from the heart of the city, Chinatown, cable cars, restaurants and other hotels. Only 15 miles from the SF Int'l Airport. For more details, including suggestions on nearby hotels, please contact Peter Franken at Pfranken@ark-group.com or by phone at 312.212.1301

Who Will Attend This Workshop

Ark Group's **Process Improvement & Legal Project Management Workshop** is designed for thought leaders within law firms looking to improve outcomes and client satisfaction, monitor/reduce project-related risk or implement process improvement initiatives in the law firm setting—reconciling the practice of law with the business of law. Ideal for: Executive Directors, Practice Group Leaders, Managing Partners, Pricing Directors, Business Analysts, CIO's, CFO's, COO's, CMO's, CKO's and anyone else involved in financial analysis, matter management or process improvement initiatives within law firms.

Don't miss Ark Group's Law Firm Pricing & Profitability conference

For details concerning Ark Group's **Law Firm Pricing & Profitability** conference, taking place on Thursday, September 19th, [CLICK HERE >>>](#)

<http://usa.ark-group.com/events-details.aspx?eid=127>

Process Improvement & Legal Project Management Workshop

THIS WORKSHOP WILL BE HELD AT:

September 20, 2013 — San Francisco, CA

AMA Executive Conference Center

55 Fourth Street, Second Level
San Francisco, California 94103
#415.442.6770

<http://www.amaconferencecenters.org/san-francisco.htm>



Located in the San Francisco Marriott Marquis— The Executive Conference Center is just minutes from the cable cars, Chinatown, shopping, museums and only 15 minutes from the San Francisco International Airport.

Recommended Nearby Hotels include:

San Francisco Marriott Marquis

55 Fourth Street
San Francisco, California 94103
#415.896.1600

<http://www.marriott.com/hotels/travel/sfodt-san-francisco-marriott-marquis/>

JW Marriott San Francisco Union Square

500 Post Street corner of Post and Mason · San Francisco, California 94102 USA
#415.771.8600

<http://www.marriott.com/hotels/travel/sfojw-jw-marriott-san-francisco-union-square/>

The Stanford Court Renaissance San Francisco Hotel

905 California Street - Nob Hill · San Francisco, California 94108 USA
#415.989.3500

<http://www.marriott.com/hotels/travel/sfosc-the-stanford-court-renaissance-san-francisco-hotel/>

Parc 55 Hotel Wyndham

55 Cyril Magnin Street
San Francisco, California 94102
#800.697.3103

<http://www.parc55hotel.com/>

Intercontinental San Francisco

888 Howard Street
San Francisco, California 94103
#415.616.6500

<http://www.intercontinentalsanfrancisco.com/>

Grand Hyatt

345 Stockton Street
San Francisco, California 94108
#415.398.1234

<http://grandsanfrancisco.hyatt.com/>

Directions

San Francisco Executive Conference Center
Located in the San Francisco Marriott Marquis
55 Fourth Street, 2nd Level
San Francisco, CA 94103

DIRECTIONS

From the airport: The San Francisco Executive Conference Center is approximately 15 miles north of the San Francisco International Airport. Frequent airport buses and vans make the trip in about 30 minutes.

For additional driving directions and maps click here <http://www.mapquest.com/>

Parking:

Parking is available at the Marriott Hotel (415-896-1600). Please call the hotel directly for current rate information. Parking is also available at the Yerba Buena Parking Garage at 5th Street and Mission Street. Parking at garage now \$25 for up to 12 hrs.

TRANSPORTATION

Public Transportation:

Powell Street is the most convenient stop for those using the BART (subway) system and the Muni Metro.

Airport Transportation:

There is a shuttle available from San Francisco International Airport (Super Shuttle) rate approximately \$17 per person (runs every 30 minutes from 5 a.m. to 7 p.m.) to the Marriott Hotel. Taxicabs are also available at the airports with rates that can range from \$35 to \$45 plus tip. BART (Bay Area Rapid Transit) trains now serve the San Francisco International Airport. A trip between the Powell Street Station and the airport costs approximately \$5.35 (a 35 minute ride).