

## Meet the Instructor

**D**ustin Hostetler, a Shareholder and Consultant at Boomer Consulting, Inc., is a Lean Six Sigma Master Black Belt. He is a nationally recognized speaker and pioneer in applying the Lean and Six Sigma concepts to public accounting firms. He works with CPA firms to embrace Lean Six Sigma as an organization-wide initiative; to improve client service, improve



client retention, set the foundation for growth and build the bottom line. Dustin has also applied his talents in process improvement initiatives to manufacturing businesses, other professional service organizations and retail and food service operations.

Beyond lean implementations, Dustin also facilitates dozens of trainings each year in the Lean and Six Sigma principles, notably CPE workshops for public accounting firms as well as the industry leading Lean Six Sigma CPA Green Belt certification program in conjunction with The Ohio State University.

Dustin has a BSBA in Finance from The Ohio State University and earned both his Lean Six Sigma Black Belt and Master Black Belt certifications from Kent State University.

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# Using Lean Principles to Improve Team Performance

Brought to you by: Association for Accounting Administration



**When:** Monday, November 9, 2015

**Location:** MNCPA Offices  
1650 West 82nd Street  
Suite 600  
Bloomington, MN 55431

**Time:** 8:30 am – 12:30 pm

**To Register:** Visit  
[www.cpaadmin.org/minn-dak](http://www.cpaadmin.org/minn-dak)  
and click on "Meetings and  
Events"

**Cost:** \$95

**Who should attend:** All Members of  
your firm

**Available CPE Credit:** 4 Hours



Participants will learn through an interactive simulation as to how CPA firms are using the world-class process improvement tools of Lean and Six Sigma to improve their processes and profitability and ultimately add more value to client relationships by removing waste and inefficiencies in their processes.

Improving firm performance involves adopting and understanding both human behavior initiatives as well as team / process initiatives. This session will focus on the connection between the individual (human behavior) setting to the team (process behavior) setting. If you can answer yes to some of these questions, lean process improvement strategies are applicable to your firm and your process teams:

- Do you have a bunch of work in process but nothing seems to be getting done and ultimately doesn't get fully billed?
- Does client work routinely back up at certain steps in the process?
- Do you have partners spending excessive time in the minute details and not enough time on higher-level, value-added services?

Participants will learn the connection between individual human behavior strategies and their linkage into a process team setting. They will also understand three "must-have" lean improvement strategies to improve team and process performance within their firms.

## **Agenda:**

Introduction to Lean and Six Sigma  
Concepts

- 9 categories of waste in CPA firms and how to eliminate
- 5-Step Process Improvement Model
- Identifying and improving process bottlenecks

Project Management Techniques for CPAs  
Case Study Examples

Lean Simulation

- Learn three "must have" lean process improvement strategies through this interactive event

Kano Model of Customer Satisfaction

- Learn additional ways to add value to clients

