

NEWS RELEASE

For Immediate Release
Date: September 22, 2003
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FORT WAYNE HOSTS NATIONALLY-RECOGNIZED BUSINESS LEADER

*Mayor Richard welcomes Lean Six Sigma expert
To celebration of the program's success in the City of Fort Wayne government*

DALLAS, TX – Nationally-known author and leader in the management philosophy of Lean Six Sigma, Michael George, will join Mayor Graham Richard from 11:00 a.m.-2:00 p.m. Wednesday at the Grand Wayne Center. George, CEO of George Group, is based in Dallas. He joins event sponsors Bank One, ITT, EMC and MiniTab in detailing the successes achieved by the City of Fort Wayne and local companies by adopting the Lean Six Sigma approach to service excellence.

“Fort Wayne is a great Lean Six Sigma success story for municipalities throughout the country,” said George. “In the first three years of deployment of Lean Six Sigma, Fort Wayne trained more than 60 government executives in the program. Additionally, more than 60 projects, resulting in direct savings totally nearly \$3 million were launched. Many city services were refined and improved due to the implementation of Lean Six Sigma. Customer service to residents has improved and basic city services have been revitalized.”

Mayor Richard agrees. “When I was elected, I had a vision of a safer city, a city with more good jobs, a city that provides excellent service to its citizens,” said Richard. “By adopting Lean Six

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LEAN SIX SIGMA AUTHOR IN FORT WAYNE

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Sigma, we've brought business techniques and philosophies to the way city government is run and we've seen great success in meeting my original vision for the city.”

The event, which includes lunch, is open to the media. Following the celebration, company Lean Six Sigma representatives will display numerous city projects and examples of Lean Six Sigma successes in the workplace. Additionally, each will discuss informally their achievements and the assistance of George in maximizing growth and profit.

Michael George, Chairman and CEO of George Group Consulting, is an effective communicator, author and change agent for Fortune 500 companies. George has worked personally with CEOs and executive teams at companies, such as ITT Industries, Caterpillar, Colgate-Palmolive, Xerox, Johns Manville (A Berkshire Hathaway company) and Ingersoll-Rand. His primary emphasis is on the creation of shareholder value through application of process improvement initiatives including Lean Six Sigma, Lean Manufacturing, and Complexity Reduction. *Lean Six Sigma for Service*, published by McGraw-Hill, is his third book. His book, *Lean Six Sigma* (McGraw-Hill, 2002), describes the philosophy and implementation for maximizing business growth and economic profit.

Reporters and Photographers: Please contact Vicki Morgan at 972/473-7480 to schedule personal interviews and photo opportunities with Michael George during his visit to the City of Fort Wayne.