LEAN SIX SIGMA

This presentation will introduce the concepts of Lean Six Sigma process improvement and provide examples of its application in administrative and accounting processes. It will explore the fact that World Class organizations are a collection of World Class people; without the right people on staff, an organization cannot achieve World Class. The presentation will also provide practical examples of techniques to improve both organizational and personal excellence.

RORY SHEPPARD
Director of Finance and Partner Services, H-E-B
Rory’s responsibilities include store management reporting, PeopleSoft Financial & HR system support, and Business Excellence process improvement training across the Finance and Accounting organization. Additionally, Rory leads the Shared Service Operation that administers pay and benefits for the 76,000+ active H-E-B employees.
His background also includes leadership roles in Information Technology and Human Resources while working for both Builders Square and SBC prior to joining H-E-B. Rory has a Finance degree from the University of Texas, San Antonio

The first H-E-B (H.E. Butt) grocery store was opened by Florence Butt in Kerrville, Texas. Her initial investment in the business was $60. Today H-E-B serves families all over Texas and Mexico in 155 communities, with more than 340 stores and 76,000 employees.
The H-E-B slogan, which has the same H-E-B acronym, is "Here Everything's Better." To make "everything better," H-E-B has a "commitment to exceptional service, low prices, and friendly shopping." This commitment is reflected in its values: "We've always believed in the value of hard work and the importance of taking care of people. And we've always dreamed big. We hire great people, offer Customers the best service and sell only the freshest, safest products. Moreover, we always look for great products for today and tomorrow, and make sure to give Customers low prices with the best value."