



Please Join Us!

Customer Experience Mapping

Presented by Randy Simons & David Ortega, PNM

This interactive presentation will introduce a new lens to look through to capture and improve customer interactions with your organization. We will introduce the audience to Lean principles and the necessity of mapping to visualize and improve any process. Next, we will then walk the audience through the basic structure and elements of a customer experience map.

Mr. Simons is currently a board member for Quality New Mexico and the Albuquerque Quality Network. Mr. Simons is certified as a Lean Expert and holds a black belt in Six Sigma. Mr. Simons received his MBA from the University of New Mexico. He also holds a Master of Science in Mechanical Engineering from the University of Southern California and a Bachelor of Science in Mechanical Engineering from the University of Wisconsin – Platteville.

Mr. Ortega is currently a board member for Albuquerque Quality Network. Mr. Ortega was trained and certified in Lean Manufacturing and Six Sigma methodologies. Mr. Ortega received his Master of Science in Industrial Engineering from New Mexico State University. He also holds a Bachelor of Science in Mechanical Engineering from New Mexico State University.

Wednesday, April 18, 2018

Coffee, Pastries and Networking at 7:00 a.m.

Seminar begins at 7:30 a.m.

**Isleta Resort & Conference Center
11000 Broadway, Albuquerque, NM**

Reservations are requested by Monday, April 16, 2018

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