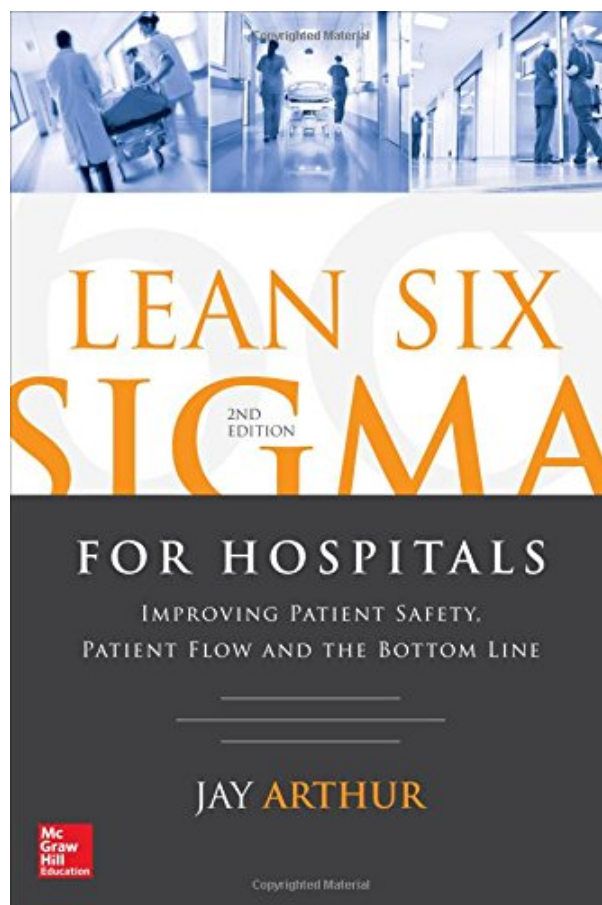
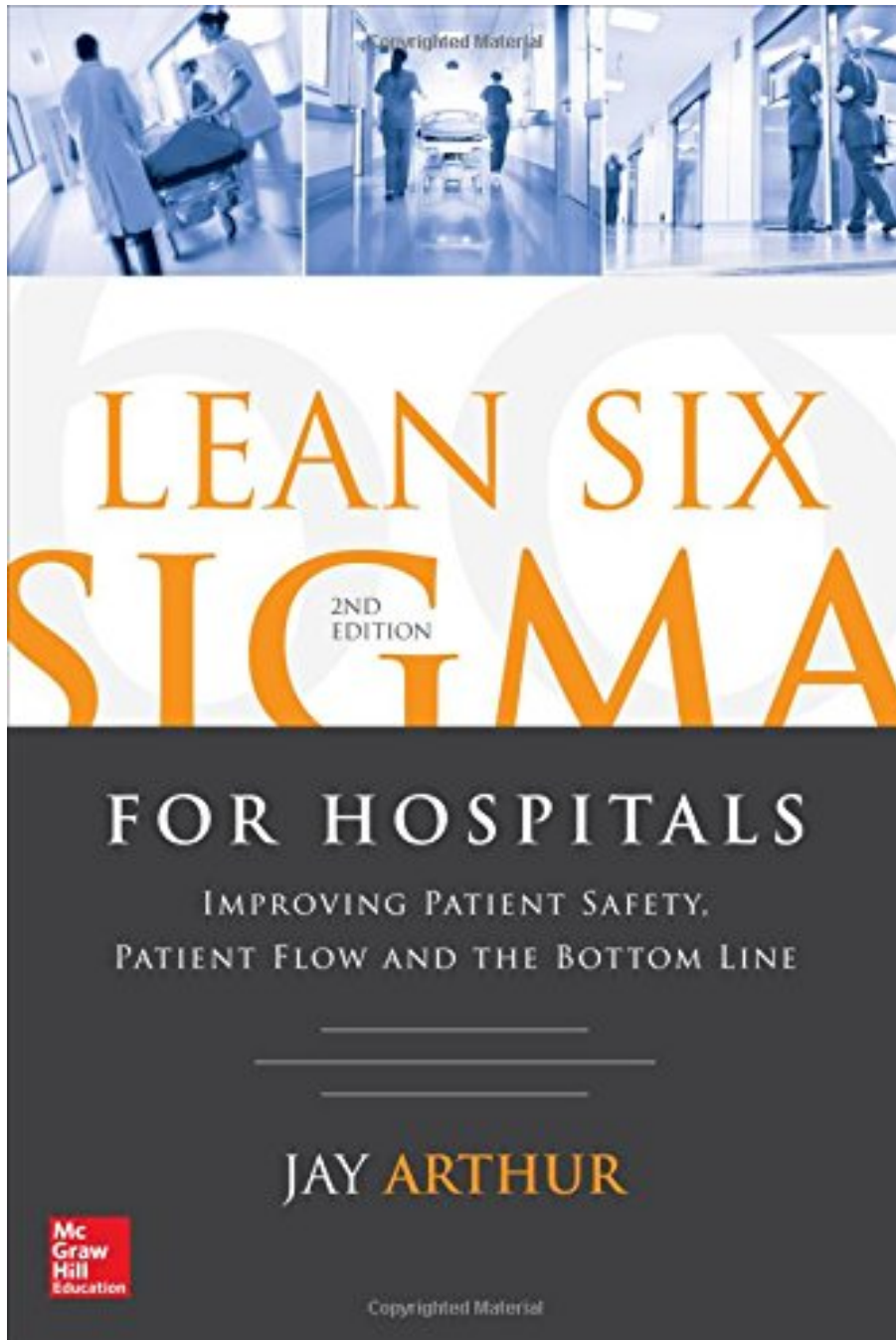


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Jay Arthur (Denver, CO), "The KnowWare Man," works with companies that want to fire up their profits using Lean Six Sigma. He is the author of *Lean Six Sigma Demystified (2nd)* and *QI Macros SPC software for Excel*. Jay has worked with Tenet, Kindred, Centura, Sutter Health, and Christus Healthcare on projects to improve patient flow and to reduce clinical and operational errors.

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About the Author

Jay Arthur (Denver, CO), “The KnowWare Man,” works with companies that want to fire up their profits using Lean Six Sigma. He is the author of Lean Six Sigma Demystified (2nd) and QI Macros SPC software for Excel. Jay has worked with Tenet, Kindred, Centura, Sutter Health, and Christus Healthcare on projects to improve patient flow and to reduce clinical and operational errors.

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