



**Event:** The History of Deming, Quality and Synergies to Lean – With The Red Bead Experiment

**Speakers:** Dennis Sergent

**Date:** April 4, 2014

**Location:** Velocity in Sterling Heights, MI

**We want to thank Velocity**

**For their generosity for sponsoring this fantastic event!**



The Michigan Lean Consortium (MLC) partnered with Velocity on April 4, 2014 for The History of Deming, Quality and Synergies to Lean – With The Red Bead Experiment.

Sergent spoke on the history of W. Edwards Deming and the connection of his work to the scientific method. He spoke about the connections of his work to lean work today. Participants participated in several hands-on exercises including the Red Bead experiment which helps us learn many things about lean including the influence workers have on quality, how mechanical sampling results differ from random numbers and how well intended managers, leaders and workers tamper with the system through performance appraisals, rating and ranking of workers.

12 people attended this event in Sterling Heights.



**Speaker Bios:**

Dennis M. Sergent has led more than 100 change programs over 20 years with a singular focus on customers, communications and teamwork. As the founder and principal of Sergent Results Group in Plymouth, Michigan he helps people and the



organizations they work in get better at everything they do. Sergent works inside and outside of corporations, from Fortune 50 boardrooms to small start-ups.

Dennis has led dozens of operations organizations and technology deployments, service improvement programs, cost improvement initiatives and organizational transformations. All of them have been successful and delivered the promised value on time, on budget and on scope, with over \$8 Billion in results for his clients. He is a certified Lean Green Belt and has black belt results.

In addition, he has led various community and service organizations, customer advocate and economic development teams. He is a public speaker with insight on subjects such as leadership, customer service, value, teamwork, quality systems, innovation, integration, project management, systems thinking, operations excellence and organizational performance.

[See photos from the event on Facebook.](#)

The mission of the MLC is to offer a diverse network of knowledgeable lean professionals who come together to share innovative practices. The organization aims to create a lean culture in Michigan to ensure sustainable competitive advantage, which could translate into healthier businesses that offer more job opportunities leading to economic growth in the state.