

# UW-Madison honors Black Belt Certification

November 2, 2016 | by Jim Thompson

Congratulations to Jim Franzone in achieving a Lean Six Sigma Black Belt Certification. This designation is awarded as the culmination of years of hard work, education and professional growth. At the WiCi (Wisconsin Continuous Improvement) Community of Practice fall meeting, Jim was recognized with his certification in service of UW-Madison.



During his Black Belt process, Jim took numerous courses from the School of Business' Center for Professional & Executive Development, earning his Masters Certificate in Project Management. Jim also took advantage of a wide range of other course work over the last several years, completing classes on business requirements, quantitative analysis and leading planned change, as well as APR's full Lean Six Sigma and Kaizen series. Finally, Jim attended and presented at various professional conferences and symposia.

*(Alice Gustafson presenting to Jim Franzone his Black Belt recognition award at WiCi Community of Practice event on October 25, 2016.)*

All of this education, of course, was layered on to full-time work for University Housing. With a background in student services, Jim began transitioning in 2013 to a project management position, guiding process improvement efforts within Housing. Some of his projects with University Housing include:

- Res-Life Alcohol Project
- Dining Menu Website Rebuild
- Microsoft Exchange Server Upgrade
- Office 365 Email Migration
- Southeast Network Refresh

In addition to the Housing projects, Jim also broadened his Lean Six Sigma experience by participating or leading a number of APR teams. These projects include:

- Financial Internal Controls – Revenue
- Travel Reimbursement
- Resident Checkout Process

In August 2016, Jim accepted a new position with Student Academic Affairs in the College of Letters and Science as Operations Officer.

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*(From left to right: Alice Gustafson, Jim Franzone and Scott Converse at WiCi Community of Practice event.)*



*(Jim Franzone thanking the group of people that supported him during his Black Belt development.)*