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## **PREMIER AMERICA CREDIT UNION EMPLOYEES EARN SIX SIGMA GREEN BELT CERTIFICATION**

CHATSWORTH, CA – (July 18, 2018) Premier America Credit Union announced today that two employees have recently earned Six Sigma Green Belt certifications. Stacey Wanhala, Lending Systems Analyst and Jose Hernandez, Collections Specialist, completed the certification which included 32 hours of direct instructor training at Harrison Street University in Chicago, IL, followed by a successfully executed certification project.

Six Sigma methodology is a collaborative team effort to improve processes by eliminating waste, reducing variation and empowering employees. Wanhala and Hernandez utilized their training to focus on improving an inefficient call handling process for mortgage inquiries. As a result of their solution, they successfully increased effective call handling from 20% to 75% within one month of execution.

“I am very pleased with our Six Sigma progress where we are identifying root cause issues and fulfilling our core purpose to make it easier by incorporating innovative and creative service solutions,” commented Rudy Pereira, President/CEO of Premier America.

### ***About Premier America Credit Union:***

Premier America offers members a contemporary banking experience including convenient, 24-hour worldwide account access through the latest mobile banking technology. Additionally, Member-Owners benefit from personal service, great rates, low fees and a full complement of savings, lending, investment and insurance services.

Founded in 1957, Premier America Credit Union is one of the nation’s largest credit unions, with more than 100,000 members and \$2.5 billion in assets. To learn more about Premier America Credit Union, visit [PremierAmerica.com](http://PremierAmerica.com).