Course Overview

This session will focus on repetitive process improvement and lean thinking. Six Sigma is the de facto standard in process improvement methodologies. Originally developed in the manufacturing sector, Six Sigma has been generalized to assist in the elimination of defects from any process in areas such as Healthcare, IT, Financial Services etc. Six Sigma embraces the data driven approach to determining and eliminating the root cause of defects. Lean thinking involves understanding value in the eyes of either the internal or external customer and eliminating any activities that do not add value. Combined, Lean and Six Sigma are a powerful pairing of tools to improve any organization.

Who Should Attend

Employees in organizations requiring a standardized approach to problem solving for the purpose of continuous improvement in Quality Management.

Course Objectives

Please refer to our Course Overview section

Course Outline

1 Course Introduction
2 Six Sigma Overview
   What is Six Sigma
   Six Sigma History
   Six Sigma Approach Y= f(x)
   Six Sigma Methodology
   Roles and Responsibilities
3 Six Sigma Fundamentals
   Defining a Process
   VOC and CTQs
   QFD
   Cost of Poor Quality (COPQ)
   Pareto Analysis (80:20 rule)
4 Lean Six Sigma Projects
   Six Sigma Metrics
   Business Case and Charter
   Project Team Selection
   Project Risk Management
   Project Planning
Lean Six Sigma Principles for Organizational Improvement

5 Lean Fundamentals
Lean and Six Sigma
History of Lean
The Seven Deadly Muda
Five=S (5S)

6 Next steps