



Introduction to Six Sigma

COURSE DESCRIPTION

Leaders and managers of organizations are continually challenged by both the need for success now, and to then sustain that success into the future. There is a constant stream of “new ideas” of how to get and stay at the top. Six Sigma maybe considered as one of these “new ideas” but looking closely will show a significant difference. Six Sigma is a comprehensive and flexible system for achieving, sustaining and maximizing business success.

Six Sigma is uniquely driven by a close understanding of customer needs, disciplined use of facts, data and statistical analysis, and diligent attention to managing, improving and reinventing business processes.

COURSE OUTLINE

- What is Lean Six Sigma and why is it relevant?
- Key Six Sigma and Lean Concepts
- The Define, Measure, Analyze, Improve and Control (DMAIC) model
- Six Sigma Roadmap
- Lean Projects
- Six Sigma in Service and Manufacturing organizations
- Where to start and why?
- Project teams and training
- Identifying core processes and key customers
- Defining Customer requirements
- Measuring current performance
- Prioritizing, analyzing and implementing improvements
- Expanding and integrating Six Sigma

Who Should Attend

- *Business and IT executives, managers, project managers and team managers who will be involved in Managing the transformation of people.*

Learning Outcome

By the end of this course, participants will:

- Obtain a working understanding of Process Management, Six Sigma
- Know and apply the basic concepts
- Demonstrate use of the terminology
- Comprehend daily work as a process-oriented activity
- Understand process inputs and outputs
- Understand process flow and know what determines value add vs. non-value add
- Understand how the processes you are a part of fit into the larger set of processes needed in delivering value to the customer
- Perform Process Mapping and characterization
- Create a detailed Process Map of a process you are personally involved in.

COURSE DURATION: 3 Days

TRAINING HOURS: 15 hrs

MINIMUM NO. OF TRAINEES: 15

LANGUAGE : English

