

## **Introduction to Six Sigma Concepts and Processes**

### **Introduction**

Leaders and managers of organisations 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 maximising 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.

### **Objectives**

This two day course is just the start of your Lean Six Sigma journey. Upon completion of the course delegates will be able to:

- Understand the fundamental concepts of Lean Six Sigma
- Understand the key process steps of the Lean Six Sigma Roadmap
- Adapt the Six Sigma Roadmap to the needs and priorities of their organisation
- Understand how to apply Lean Six Sigma to improve the organisations performance in a range of service and manufacturing activities
- Understand the main improvement models DMAIC and DMADV

### **Course Content**

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

### **Who should attend?**

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

### **Follow on courses**

Lean Six Sigma green Managers green belt, Lean Six Sigma Foundation Green Belt, Lean Six Sigma Practitioner green belt or Lean Six Sigma Black Belt Practitioner

### **Further information**

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