

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 Six Sigma journey. Upon completion of the course students will be able to:

- > Understand the fundamental concepts of Six Sigma and Lean Principles
- > Understand the key process steps of the Six Sigma Roadmap
- > Adapt the Six Sigma Roadmap to the needs and priorities of their organisation
- > Understand how to apply Six Sigma to improve the organisations performance in a range of service and manufacturing activities
- > Use best practice approaches to overcome obstacles and challenges

*“Six Sigma has
forever
changed
General
Electric”*

Jack Welch

Course Content

- > What is Six Sigma and why is it relevant?
- > Key Six Sigma Concepts and Lean Principles
- > The Define, Measure, Analyse, Improve and Control (DMAIC) model
- > Six Sigma versus TQM
- > Six Sigma Roadmap
- > Six Sigma in Service and Manufacturing organisations
- > Where to start and why
- > Getting started
- > 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?

The course is for executives, managers, project managers and team members who want to know more about Six Sigma concepts and processes, and how to implement the approach in their organisation.

Duration

This 2 day course is available as an in-house programme.

Coaching

To help individuals and teams apply their new knowledge and skills a minimum of four days of structured coaching are recommended. The coaching is focused on helping the organisation to develop and implement its own Six Sigma programme and is only available with the in-house programme.

Bookings

Please contact Denis Mahoney at Business Transformation (Training and Coaching) on 01903 784783 or 07766 333294 or be email at denis.mahoney@business-transform.co.uk. for further information.