



## Introduction to Six Sigma

### **Course Description**

This one-day course is designed to give the attendees a basic foundation of learning in Six Sigma principles and techniques. The course engages the attendees in analyzing and using thought leadership of lean and Six Sigma processes in [proposal company] applications. Several other-company examples will also be used to help in the attendees better digest the level of change required. The students will be provided with books that include all of the slides used in the class.

### **Course Duration of course**

This class is 8 hours in duration.

### **Course Detailed Content**

1. The Map to World Class Performance
2. Lean Concepts
3. Lean tools
  - a. Pull Systems
  - b. Work cells
  - c. Process understanding
  - d. Value-add versus cost add
  - e. Kaizen
  - f. SMED
4. Six Sigma
  - a. Process variation
  - b. Understanding Defects
  - c. Prioritizing projects
5. DMAIC Approach
  - a. Define
  - b. Measure
  - c. Analyze
  - d. Improve
  - e. Control
6. Project Management
7. Introduction to Problem Solving Tools in Lean
  - a. Brain Storming
  - b. Process Mapping
  - c. 5-Why Diagramming
8. Metrics and Management Systems in Six Sigma Management
9. Managing Change
10. Actions as a Result of this Class

### **Course Deliverables**

- Team members will be prepared to start their first Six Sigma project.
- Attendees will have an understanding of Six Sigma concepts and application in [proposal company]
- A Project will be targeted as a result of the course.

### **Intended Audience**

Supervisors  
Line Managers  
Middle Management  
Key Employees  
Top Management

This course can be adjusted for various audiences from new employees to more seasoned managers by changing the depth of topics and length of course. This is a very flexible course.

### **Costs for Delivery**

Negotiable

### **Normal Follow-up**

Normal follow-up for a Customer Focused Quality—Six Sigma implementation would include 2 days of hands-on consulting per month for the first 6 months and tapering off after that as appropriate.