Day 1

Module 1 - Introduction
Business Process Improvement - The Data Driven Approach
The Basics of Lean
  • History
  • Tackling Waste
  • Improving Workflow

The Basics of Six Sigma
  • Main Characteristics
  • Understanding Process Variation
  • The Problem-solving Strategy Y = f(x)
  • Goals of Six Sigma

Combining Lean and Six Sigma

Change – The human component
  • Awareness
  • Stakeholder Assessment
  • Segments / Prioritisation

Module 2 - Define Phase
The DMAIC Roadmap
  • Selecting Projects
  • Project Charter
  • Benefits Capture
  • SIPOC
  • Six Sigma Metrics

Module 3 - Measure Phase
  • Process Discovery
  • Six Sigma Statistics
  • Measurement System Analysis (MSA)
  • Process Capability
Day 2

Recap of Day 1

Module 3 - Measure Phase

- Process Discovery
- Six Sigma Statistics
- Measurement System Analysis (MSA)
- Process Capability

Module 4 - Analyse

- “X” Sifting
- Graphical Analysis: Pareto Analysis
- Descriptive Statistics
- Inferential Statistics
- Introduction to Hypothesis Testing
Day 3

Recap of Day 2

Module 4 - Analyse

- “X” Sifting
- Graphical Analysis: Pareto Analysis
- Descriptive Statistics
- Inferential Statistics
- Introduction to Hypothesis Testing
- Hypothesis Testing Variable Data (Normal Data)
- Hypothesis Testing Variable (Non-Normal Data)
- Hypothesis Testing Attribute Data