**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
- Hypothesis Testing Variable Data (Normal Data)
- Hypothesis Testing Variable (Non-Normal Data)
- Hypothesis Testing Attribute Data
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
Day 4

Recap of Day 3

Module 5 - Improve

- Generating Improvement Ideas
- Evaluating Improvement Ideas
- Implementing Improvement Ideas
- Process Modelling (Correlation and Regression)
- Design of Experiment

Module 6 - Control

- Basic elements of Control
- Lean Controls
- Statistical Process Control (Variable & Attribute Data)
- Six Sigma Control Plans
- Six Sigma Response Plan
Day 5

Recap of Day 4

Module 6 - Control

Basic elements of Control
- Lean Controls
- Statistical Process Control (Variable & Attribute Data)
- Six Sigma Control Plans
- Six Sigma Response Plan
- Six Sigma Response Plan

Module 6 - Business Process Management and Lean Six Sigma

- Business Processes – The Broader Framework
- Business Process Management (BPM)
- BPM Lifecycle

Module 7 - Deployment and IASSC Certification Test

Deployment
- Reasons behind project failure
- 12 keys to Lean Six Sigma success
- Lean Six Sigma roles and responsibilities
- Barriers to Lean Six Sigma
- How to get started

IASSC Certification Test
- Requirements and How to Prepare for the exam
- Course Material & References

Course recap and closing remarks