



Business Process Management Series: Lean Six Sigma Green Belt – Higher Education

Workshop Agenda 9am – 5pm

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 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

Module 5 - Improve

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

Module 5 - 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 5 - Control

Basic elements of Control

- Lean Controls
- Statistical Process Control (Variable & Attribute Data)
- Six Sigma Control Plans
- 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 - IASSC Certification Test)

IASSC Certification Test

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

General recap

Module 8 - UoM – Service Improvement Team

- Continuous Improvement, Agile Lean Six Sigma and Robotics Process Automation
- Guided tour of a Lean Six Sigma project-in-action at The University of Melbourne