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