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
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

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 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 - 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

General recap