

Lean Six Sigma Strategies Enhancing Quality, Reducing Variation, and Leading Change

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info@energymilestones.com



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Overview

This course introduces participants to all of the core concepts underpinning Lean Six Sigma.

Course Objectives

- Understand the scope and breadth of a Lean Six Sigma initiative.
- Gain an understanding of what waste is and how to identify it so that it can be reduced.
- Become aware of variation and techniques to reduce it.
- Become familiar with the DMAIC team project model.
- Be mindful of the infrastructure needed to support a Lean Six Sigma effort.
- Implement Lean Six Sigma improvement projects in their areas.

Course Content

1 - Introduction and Foundation Concepts

- Introduction to Six Sigma and Business Improvement Strategies
- Introduction to Lean Principles
- Understanding Quality, Customer Satisfaction and Loyalty
- The Voice of the Customer

2 - Developing Process Focus

- Implementing the Voice of the Customer
- Process Thinking - Developing a process view of the organisation
- The Cost of Poor Quality

3 - Measurement and Statistical Techniques

- Complexity in Processes
- Understanding Variation and Statistical Process Control
- Process Management Strategies



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Course Content

4 - Driving Business Improvement

- The DMAIC Process
- Team-based problem-solving strategies
- Process Reengineering/redesign-based strategies
- Developing your Lean KPI
- Leading Improvement Teams and Handling Change
- Implementing Six Sigma in your organisation

Targeted Audience

- Quality Assurance Professionals
- Managers, Supervisors, and Professionals who wish to fully utilise the Lean Six Sigma approach in their organisations

Course Methodology

Facilitated by an experienced professional trainer, this training course will be conducted as a highly interactive workshop session. A variety of training methodologies and facilitation techniques will be employed before and during the course, as applicable. These methods are designed to enhance individual and group interaction while maximising learning. Some of these methods are:

- Online Pre-post Test
- Colourful Visual Aids
- Gamification
- Self-Assessment Instruments
- Simulations
- Case Studies
- Videos
- Group Exercises & Discussions
- Role plays
- Indoor & Outdoor games

