



## Transactional Lean Six Sigma “Control”

1.5 Days

### **Audience and Purpose:**

This course is designed for those individuals working directly on Transactional Six Sigma projects and serving as Black Belts or Green Belts. It is assumed they come from a variety of backgrounds and disciplines and will be working on non-manufacturing business processes across the company. Tools and examples are in direct support of transactional and business operation related projects

### **Course Objectives:**

Upon completion of the course, the participants will be able to:

1. Select, implement and validate controls needed to sustain the gains of the improvements
2. Develop and implement scorecards and statistical process control where needed
3. Identify long term process owner and needed improvement
4. Determine transfer issues and associated plan to sustain the project breakthroughs
5. Determine changes in the process that needs to be made to realize the benefits of the solutions
6. Determine and communicate further transfer and translation opportunities

### **Course Outline:**

<b>Section I</b>	<b>Determine Type of Control Needed</b> Measurement based controls Documentation Design Test and inspection Periodic checks Incentives
<b>Section II</b>	<b>Measurement Based Controls</b> Use of balanced scorecards and dashboards SPC in transactional environments Control charts for variables data Control charts for attributes data
<b>Section III</b>	<b>Implement and Validate Controls</b> Control implementation considerations Control validation
<b>Section IV</b>	<b>Develop Transfer Plan</b> Determining the long-term owner Elements of a transfer plan Sustaining systems and reviews Roles and responsibilities Identify transfer and translation opportunities
<b>Section V</b>	<b>Realize Benefits of Implementing Solution</b> Realize benefits of the project Implement changes requires to achieve the benefits
<b>Section VI</b>	<b>Close Project and Communicate Results</b> Project closure and communicate successes Final ROI &Team recognition