



## **Transactional Lean Six Sigma “Define”**

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. State the Company Six-Sigma strategy and supporting infrastructure
2. Clearly identify and define an improvement project, problem statement, objectives and goals
3. Generate a financial analysis and stakeholder analysis for the project
4. Use the SIPOC method to map out a high-level process flow including customer and supplier relationships
5. Map the process to understand the IS and SHOULD BE condition
6. Provide project leadership for Lean Six Sigma improvement projects

### **Course Outline:**

<b>Section I</b>	<b>Introduction to Six Sigma</b> What is Lean Six Sigma? What makes Lean Six Sigma work? DMAIC Roadmap Roles and responsibilities for Lean Six Sigma
<b>Section II</b>	<b>Define Problem, Objective, Goals and Benefits</b> Define problem, objectives and scope Determine goals Financial analysis and summary of benefits
<b>Section III</b>	<b>Determine Customer Requirements and CTQs</b> Determine Voice of the Customer (VOC) Design and analysis of Customer surveys Convert VOC into Critical to Quality (CTQ) Parameters Define Specifications for all CTQs
<b>Section IV</b>	<b>Define Resource/Stakeholder Analysis</b> Resource analysis Team formation Stakeholder analysis



<b>Section V</b>	<b>Develop Project Plan</b> Determine detailed tasks and timelines, construct plan Communicate project plan
<b>Section VI</b>	<b>Project Leadership</b> Qualities of an effective leader Leadership self assessment Effective meetings
<b>Section VII</b>	<b>Map the Process</b> Process Mapping Introduction SIPOC Detailed and Cross-functional Process Maps Implement immediate improvement opportunities iGrafx process mapping
<b>Section VIII</b>	<b>Introduction to JMP</b> Preferences Table organization and data types Column commands Row commands Table commands Saving graphs and files