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:

Section I — **Introduction to Six Sigma**
What is Lean Six Sigma?
What makes Lean Six Sigma work?
DMAIC Roadmap
Roles and responsibilities for Lean Six Sigma

Section II — **Define Problem, Objective, Goals and Benefits**
Define problem, objectives and scope
Determine goals
Financial analysis and summary of benefits

Section III — **Determine Customer Requirements and CTQs**
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

Section IV — **Define Resource/Stakeholder Analysis**
Resource analysis
Team formation
Stakeholder analysis

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