



Transactional Lean Six Sigma “Improve”

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. Design simple experiments using JMP
2. Brainstorm breakthrough solution sets
3. Determine associated effectiveness, costs and complexity of solutions
4. Prioritize solutions
5. Determine solution risks and associated action plans
6. Validate the effectiveness of the solution
7. Implement short term and long term solutions
8. Validate improvements using key metrics

Course Outline:

Section I

Design and Analysis of Simple Experiments

Experimental Preparation
One-factor experiments
Full factorial designs

Section II

Determine Breakthrough Solutions, Cost and Benefits

Creative problem solving for achieving breakthroughs
Mistake proofing
Brainstorm potential breakthrough solutions
Identify long term versus short-term solutions
Assign costs and benefits to each potential solution

Section III

Assess Solution Risks

Failure Modes and Effect Analysis
Risk Assessment Matrix
Minimize potential risks

Section IV

Validate Solution Using a Pilot

Plan the Pilot
Run the Pilot and Collect Data



Summarize results of the pilot

Section V

Implementation Solution

Develop an implementation plan
Implement and monitor the solution

Section VI

Measure Solution Effectiveness

Measuring improvement impact with project metrics
Linking improvements to financial performance and customer satisfaction

Section VII

Rapid DOE using iGrafx (optional)

Experimenting with process variables
Evidence of improvement