



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

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. Establish metrics and performance standards for the project
2. Develop a data collection plan associated with the key metrics and project charter
3. Develop operational definitions for Xs and Ys and associated data tags
4. Select data collection sample size and compute summary statistics
5. Validate the data collection plan and associated measurement method
6. Use the data to establish performance baselines and capability
7. Structure process models for simulation and performance improvement

### **Course Outline:**

<b>Section I</b>	<b>Determine Project Metrics and Critical Xs and Ys</b> Determine project metrics Determine critical Xs and Ys for root cause analysis
<b>Section II</b>	<b>Determine Operational Definitions</b> Determine Operational Definitions Determine additional data tags required
<b>Section III</b>	<b>Establish Performance Standards</b> Determine the performance standards for all Xs and Ys Define the Unit and Opportunity for defects
<b>Section IV</b>	<b>Understand Foundation Statistics</b> Summary statistics Confidence intervals
<b>Section V</b>	<b>Develop Data Collection and Sampling Plan</b> Determine sampling plan Sample size selection
<b>Section VI</b>	<b>Validate Measurement Methods</b> Secondary validation of data MSA for Attributes
<b>Section VII</b>	<b>Determine Process Capability and Baseline</b> Measures of process capability Evaluating performance goals
<b>Section VIII</b>	<b>Model and Simulate Process Performance (optional)</b> Adding data to the process map Trace mode