

## Introduction to Six Sigma Concepts and Processes

In-Company Bookings only

Length: 2 days

Leaders and managers of organisations are continually challenged by both the need for success now, and to then sustain that success into the future. There is a constant stream of “new ideas” of how to get and stay at the top. Six Sigma may be considered as one of these “new ideas” but looking closely will show a significant difference. Six Sigma is a comprehensive and flexible system for achieving, sustaining and maximising business success.

Six Sigma is uniquely driven by a close understanding of customer needs, disciplined use of facts, data and statistical analysis, and diligent attention to managing, improving and reinventing business processes.

### Objectives:

This two day course is just the start of your Six Sigma journey. Upon completion of the course students will be able to:

- Understand the fundamental concepts of Six Sigma
- Understand the key process steps of the Six Sigma Roadmap
- Adapt the Six Sigma Roadmap to the needs and priorities of their organisation
- Understand how to apply Six Sigma to improve the organisations performance in a range of service and manufacturing activities
- Use best practice approaches to overcome obstacles and challenges

### Course Content:

- What is Six Sigma and why is it relevant?
- Key Six Sigma Concepts
- The Define, Measure, Analyse, Improve and Control (DMAIC) model
- Six Sigma versus TQM
- Six Sigma Roadmap
- Six Sigma in Service and Manufacturing organisations
- Where to start and why
- Getting started
- Identifying core processes and key customers
- Defining Customer requirements
- Measuring current performance
- Prioritising, analysing and implementing improvements
- Expanding and integrating Six Sigma
- Introduction to advanced Six Sigma tools and methods

### Who should attend?

The course is for executives, managers, project managers and team members who want to know more about Six Sigma concepts and processes, and how to implement the approach in their organisation.