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**LEADERS IN APPLIED  
INTERACTIVE TRAINING**

**EX07E**



**In-House  
Training**

# LEAN SIX SIGMA

Overview and orientation of six sigma methodologies  
and organizational requirements



## OVERVIEW

Learn to keep your business processes lean and boost customer satisfaction with Lean Six Sigma training course. Lean Six Sigma is a two-staged approach which drives continual improvement in organizations and strives towards greater than 99% efficiency. Lean refers to maximizing customer value and minimizing the areas of waste in processes; creating enhanced customer satisfaction and less wasted resources. Six Sigma is the ongoing effort to continually reduce product and process variation through a defined project approach. Combined, the two approaches can result in benefits including reduced costs, retained business, improved staff morale and increased customer satisfaction.



## PRIMARY OBJECTIVES & BENEFITS

*This workshop will help participants to:*

1. Understand how Six Sigma support the strategic business goals.
2. Understand the impacts of Six Sigma quality.
3. Identify and select high-impact Six Sigma projects.
4. Define and allocate the resources needed for Six Sigma projects.
5. Track and oversight the Six Sigma projects.



## WHO SHOULD ATTEND?

The course is suitable for those Process Owners who are considering implementing Six Sigma and want to understand its core concepts and benefits.

# LEAN SIX SIGMA

Overview and orientation of six sigma methodologies and organizational requirements

## Module 1 - Six Sigma Introduction

- Overview of Six Sigma
- Lessons Learned from Prior Six Sigma Implementations
- The Impact of Six Sigma to The Organization
- The Six Sigma Language
- Project Prioritization
- Situation Analysis
- Launching a Six Sigma Initiative
- Key Players in Six Sigma Organization
- DMAIC Methodology Overview
- Human Resources for Six Sigma
- Reward and Recognition System
- Leading Organizational Change

## Module 2 - Define Phase

- Gathering Voice of the Customer
- Overview of Define
- Project Definition
- Project Charter
- Translating Customer Needs into Specific Requirements (CTQs)
- The tools

## Module 3 - Measure Phase

- Overview of Measure
- Process Mapping (As-Is Process Analysis)
- Data Types
- Descriptive Statistics
- Measurement System Analysis
- Gage Repeatability and Reproducibility
- Measuring Process Capability
- Calculating Process Sigma Level
- Displaying Baseline Performance

## Module 4 - Analyze Phase

- Overview of Analyze
- Concept and Measurement of Variation
- Displaying Data
- Value-Added Analysis
- X-Y Correlation and Regression
- Cause and Effect Analysis
- Allocation of Root Causes
- Determining Opportunity for Improvement
- Project Review and Revision

## Module 5 - Improve Phase

- Overview of Improve
- Brainstorming
- Quality Function Deployment (House of Quality)
- Failure Modes and Effects Analysis (FMEA)
- Optimization Approaches
- Piloting Your Solution
- Implementation Planning

## Module 6 - Control Phase

- Overview of Control
- Developing a Process Control Plan
- Process Documentation
- Project Transfer to Process Owners

## Module 7 - Implementation Strategy

- How Do We Do It?
- Implementation Case Study
- Re-cap

## Module 8 - Six Sigma Overview Summary

- Six Sigma Overview Summary

## PROGRAM HIGHLIGHT

**Duration:** 4 days

**Date:** To be Agreed with the Client Organization

**Timing:** 8:30 am to 2:30 pm daily

**Venue:** Suitable & fully equipped venue (to be provided by Customer)

**Notice required:** 10 working days

**Language:** English

**Material:** Participants will be provided with high quality handouts

**Certificates:** Certificates of Completion shall be provided to participants upon successful attendance of the training program

**Fees:** Inclusive of facilitator's fees, materials and certificates