

Six Sigma Yellow Belt Master Class.



Course Description:

- This course uses renowned Motorola methodology to identify and solve problems in organizations. Targeting the yellow belt level, this course will provide participants with the knowledge to identify improvement opportunities in their organizations and help kick off the Six Sigma methodology with their teams.



The Training Course will highlight:

- Participants will learn the different phases of Define, Measure, Analyze, Improve and Control (DMAIC) and how to build a project charter.
- Additionally, participants will learn about quality tools and required statistics to help them formulate problem statements and translate them into measurable format. Participants will be provided with the tools to assess their organization's readiness to launch Six Sigma projects.

Course Objective:

- **By the end of this course delegates will be able to:**
- Examine the statistical background supporting Six Sigma projects.
- Compare the various tools usually used in a Six Sigma project.
- Define and understand quality concepts and their evolution.
- Discuss Six Sigma and why it is necessary to sustain business improvement.
- Explain the role of Six Sigma in customer service and continual improvement.
- Apply and implement the Define, Measure, Analyze, Improve and Control (DMAIC) problem solving methodology (yellow belt level)
- Explain how to deploy Six Sigma and assess organization readiness to launch a successful Six Sigma project.

WHO Should attend?

- For all those individuals who would like to get a management overview of the concepts, tools, and methodologies of Six Sigma
- The course is also ideal for department managers, line managers, project managers, consultants, change agents, team leaders, and professionals who want to gain a fundamental understanding of Six Sigma

Training Methods:

- This interactive Training will be highly interactive, with opportunities to advance your opinions and ideas and will include.
- Lectures
- Workshop & Work Presentation
- Case Studies and Practical Exercise
- Videos and General Discussions



Course outline

- **Introduction to Quality**
 - Definition of quality
 - History of quality
 - Benefits of quality systems
 - Meet the ISO 9000 family.
 - Cost of poor quality
 - Evolution of quality management
 - Quality management principles and six sigma
 - Quality maturity ladder
- **Definitions of Six Sigma**
 - What is Six Sigma and what does sigma mean?
 - History of Six Sigma
 - Why should organizations use Six Sigma?
 - Savings from Six Sigma
 - Six Sigma as an improvement strategy

Course outline

- **Six Sigma in Customer Service**
 - Effects of Six Sigma on customer satisfaction
 - Levels of sigma performance
 - The Kano model and quality function deployment
 - The fruit of Six Sigma
- **Implementing Six Sigma**
 - The methodology
 - The DMAIC stages (Define, Measure, Analyze, Improve and Control)
 - Roles for managers and employees
 - Six Sigma and Lean
 - Roles of green belts and black belts

Course outline

- **Statistical Analysis in Six Sigma**
 - Sigma as a metric
 - Sources of variation
 - Calculation of process capability and sigma level
 - The commute examples.
 - Software to support analysis.
- **Problem Solving Using Six Sigma**
 - Six Sigma toolbox
 - Control charts
 - Pareto charts
 - Cause and effect diagrams
 - Why-why diagrams
 - Scatter diagrams
 - The turtle diagram.
- **Deployment of Six Sigma**
 - Project selection and charter importance
 - Leadership and employee involvement
 - Selection of Six Sigma projects: guidelines
 - Characteristics of a successful Six Sigma project
 - Corporate commitment: ten questions for leaders
 - Sources of high impact opportunities
 - Characteristics of projects to avoid.