Lean Six Sigma Week 1 - Agenda

Day One

8:00 AM — Welcome and Introductions

DMAIC Overview

Quality Overview: The Last 20 years

- Deming, Juran, Crosby, Taguchi
- Why is 6 Sigma different from the other “Management By Best Sellers”?

Six Sigma Overview

- What is 6 Sigma?
- History of 6 Sigma
- 6 Sigma acronyms
- DMAIC, DMADV Overview
- Transformational vs. Transactional Approach

Six Sigma Roles and Responsibilities

- Senior Executives, Sponsors, Champions
- Master Black Belts
- Black Belts
- Green Belts
- Subject Matter Experts

Workshop: Force Field Analysis 6 Sigma Implementation

Workshop: “Boards-R-Us” Simulation - Trial 1

Project Selection

- Generate, Reduce, Evaluate and Select Project Ideas

Validate Projects

Workshop: Project Selection

Workshop: Selection Matrix

Homework: Read Appendix: Six Sigma and Lean

5:00 PM — Adjourn for the day

Lean Six Sigma Week 1 - Agenda

Day Two

8:00 AM — Voice of the Customer

- Define customer satisfaction
- Define VOC and VOB
- Define CTC metrics
- Introduce VOC methods
- Explore the different VOC methods
- Introduce Critical to Customer trees

Workshop: VOC Methods
Workshop: Advantages and Disadvantages
Workshop: CTC Trees
DEFINE:
Deliverables
Validate project scope
Workshop: "Is / Is Not"
Problem Statements
Estimate Financial Benefits
Workshop: Savings Exercise
Group Exercise: Evaluate a Charter
Process Mapping:

- Top Down
- Swim Lane

Quick Win Opportunities
Workshop: "Boards-R-Us" Mapping the Simulation Process
Identify Stakeholders and Metrics
SIPOC (Suppliers, Inputs, Process, Output, and Customers)
Workshop: "Boards-R-Us" Simulation - SIPOC
Select Team and Launch
Project Schedule
Communication Plan
Tollgate Reviews
Homework: Read Appendix: Team Building Session 1

5:00 PM — Adjourn for the Day

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Day Three

8:00 AM

MEASURE:

Deliverables
Data-rich detailed process map
- Data management plan
  - Sampling plan
  - Stratification plan
  - Validation of data system (R&R studies)
- Graphical displays of central tendency and variability
- Graphical display of main-pain over time

Operational Definitions
Measurements:
- Input – Process – Output

Workshop: Indicators
Workshop: Data Types and Family of Measures
Workshop: Check Sheets
Control Charts
Workshop: Conduct a Value Add Analysis for the Simulation
Illustrate Baseline and Capability
Process Capability
Workshop: Capability Calculation
Calculating Sigma
Workshop: Calculating Normalized Yield
Tollgate Reviews
Workshop: "Boards-R-Us" Simulation - Trial 2

ANALYZE:

Deliverables
Value Add Analysis
Workshop: Value Add
Homework: Review Daily Slides

5:00 PM Adjourn for the day

Lean Six Sigma Week 1 - Agenda

Day Four

8:00 AM — ***ANALYZE:*** *(continued)*

Determining Potential Root Causes
Stratification analysis
Pareto Analysis as a Stratification Tool
Root cause analysis
Benchmarking
Affinity Diagrams
Cause & Effect Analysis &The 5 Why's
Mind Mapping
Cause Screening
Force Field Analysis
Multi-Voting
Workshop: Brainstorm Root Causes
Validation of root causes
Tollgate Reviews
IMPROVE:
Deliverables
Develop Potential Solutions
GRES
External Benchmarking
Provocative Opposites
Random Inputs
Mistake Proofing
Workshop: Generate Root Cause Solutions
Map New Process
Pilot Solutions
Tollgate Reviews
Implement Solutions
Project Management, Change Management, Team development
Workshop: "Boards-R-Us" Simulation - Trial 3
Homework: Take Home Exam

5:00 PM — Adjourn for the day

Lean Six Sigma Week 1 - Agenda

Day Five

8:00 AM	***CONTROL:***
	Deliverables
	Validate Improvements
	Validation Methods
	Validate Savings
	Develop sustainability plan
	Identify Replication and Standardization Opportunities
	Transition to Process Owners
	Tell the Story
	Lessons Learned
	Recognition & Rewards
	Workshop: Recognition & Rewards
	Tollgate Reviews
	Course Review
	Questions
	What's Next?
	Examination Review
	Course Survey
11:30 AM	Course Ends