



CONTINUING EDUCATION

Six Sigma Overview

CEQAL 514

This two-day overview course provides a general understanding of Six Sigma. Primary focus is in assisting participants to understand how Six Sigma drives organizational improvement and the actual Six Sigma DMAIC methodology employed by Six Sigma Black Belts. Key issues such as factors that drive program and project success, roles and responsibilities and project selection techniques are discussed. Both manufacturing and transactional case studies are used to demonstrate effective Six Sigma project

Who Should attend: Individuals who will be involved with the planning, managing or implementing a Six Sigma Program or those who are considering becoming a Black Belt or Green Belt and would like to learn more about Six Sigma.

Prerequisite: None

CEU's Credits: 1.6

Duration: 16 Hours – 2-day course

Course Content:

- Setting the Stage for Six Sigma**
 - What is Six Sigma
 - Strategic and cultural considerations
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- Six Sigma Basics**
- Implementing Six Sigma**
 - Roles and responsibilities
 - Personnel selection
 - Success Factors and Potential Pitfalls
- The DMAIC Process**
 - Define**
 - Voice of the customer
 - Project Selection

- Project Charter
- Process Mapping

Measure

- Measurement System Concepts
- The Measurement Plan

Analyze

- Transactional and Manufacturing Process Tools
- Core Quality Tool Concepts
- Statistical Tools and Methods

Improve

- Generating and Selecting Solutions
- Updating the Process
- Implementation

Control

- Documentation
- Monitoring the Process
- Summarizing the Gains

Case Studies

- Manufacturing
- Transactional

Each participant will receive a comprehensive manual and a Certificate of Completion at the close of the seminar.