PROFESSIONAL DEVELOPMENT TRAINING

5808 8521

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1.0 DAY COURSE

Lean Six Sigma Introduction

A universal method to problem solving, Lean Six Sigma is a statistical tool and detailed process of interventions that enables companies to identify which business processes aren't performing as desired, determine the underlying causes of problems, evaluate and improve contributing issues and sustain gains in improvement.

Developed for the manufacturing industry, and established using numerous time-tested current quality measurement theories, Lean Six Sigma is rapidly achieving popularity in the service industry because of the advanced improvements and cost reductions it offers. Whether a company is small or large, provides services or manufactures products, it can profit from the techniques and tools of this Lean Six Sigma Introduction training course.

Lean Six Sigma Introduction Training Courses, full of practical hands-on activities, are run by Lean Six Sigma experts in Hong Kong wide.

This Lean Six Sigma Introduction training course can be delivered at your premises by one of our expert local or international trainers or live online using our HIVE technology.

Contact us today for a quote.

What You'll Gain:

This course has been developed to enhance the knowledge and capability of people involved in the daily operation of business processes.

The goal of this training is to:

- Increase your knowledge of Process Management, Six Sigma and Lean techniques as Business Process Improvement methodologies.
- Increase your skills at improving the ease and performance of the processes in which you work.
- To gain an understanding of your role as a process team member for the achievement of business success.
- To select and improve one of the process you either own or work in.

Outcomes

Obtain a working understanding of Process Management, Six Sigma and Lean

- Know and apply the basic concepts
- Demonstrate use of the terminology

Comprehend daily work as a process-oriented activity

- Understand process inputs and outputs
- Understand process flow and know what determines value add vs. non-value add
- Understand how the processes you are a part of fit into the larger set of processes needed in delivering value to the customer

Perform Process Mapping and characterization

- Create a detailed Process Map of a process you are personally involved in.
- Prioritize significant outputs from the process and quantify their level of performance to requirements.
- Identify inputs and their relationship to the significant outputs.

Perform process improvement activities

- Improve a process you are personally involved in using Process Management, Six Sigma methods and Lean Principles to improve its performance.
- Continue to improve other processes.

Establish control mechanisms and monitoring processes to sustain an existing process and/or any improvements you make.

Modules

Lesson 1: Understanding Lean

- About Six Sigma
- About Lean
- History behind Lean
- Toyota Production Systems
- The Toyota Precepts

Lesson 2: Liker's Toyota Way

- Philosophy
- Process
- People and Partners
- Problem Solving

Lesson 3: The TPS House

- The Goals of TPS
- The First Pillar: Just In Time (JIT)
- The Second Pillar: Jidoka (Error-Free Production)
- Kaizen (continuous improvement)
- The foundation of the house

Lesson 4: The Five Principles of Lean Business

- Value
- Value stream
- Flow
- Pull

Lesson 5: The First Improvement Concept (Value)

- Basic characteristics
- Satisfiers
- Delighters
- Applying the Kano Model

Lesson 6: The Second Improvement Concept (Waste)

- Muda
- Mura
- Muri
- The New Wastes

Lesson 7: The Third Improvement Concept (Variation)

- Common Cause
- Special Cause
- Tampering
- Structural

Lesson 8: The Fourth Improvement Concept (Complexity)

- What is complexity?
- What causes complexity?
- How to simplify?

Lesson 9: The Fifth Improvement Concept (Continuous improvement)

- The PDSA Cycle (Plan, Do, Study, Act)
- The DMAIC Method

Lesson 10: The Improvement Toolkit

- Gemba
- Genchi Genbutsu
- Womack's Principle
- Kaizen
- A Roadmap for implementation

Talk to our expert team

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