

Six Sigma

The Six Sigma Champion - 1 Day

Course Code: SIG303

The Six Sigma program will not just take off by itself, it requires support from management. The Champion is the one representing management who supports the program and supports the improvement projects. This class prepares the Champion for that role. The primary topics provide a high level view of what Six Sigma is about and how it works, along with some of the organizational issues that the Champion can help with.

Learning Objectives

- Describe the benefits of Six Sigma quality
- Develop a culture of improvement
- Improving morale
- Improving performance
- List financial savings
- Recognize the voice of the customer
- Explain customer-focused projects
- Develop a process view of the business
- Deploying the Six Sigma team
- Selecting the improvement team
- Identify resource and training requirements
- List costs of the Six Sigma program
- Championing sponsorship and support

Topics & Content

- Roadmap to improvement
- The logic behind DMAIC
- Key business metrics
- Measures of success
- Ranking projects
- Process capability
- What is a process?
- Business as processes, not departments
- DMAIC improvement strategy
- Tools and techniques
- Qualitative tools
- Quantitative tools
- Belt levels
- Training the workforce
- Training the teams

Course Information

Duration

1 day

Audience

Those responsible for managing and controlling Six Sigma projects.

Accreditations

PMI: 7 PDUs

SHRM 7 PDCs

OPM: 7 CLPs

OPM Competency: Problem Solving



“It was very informative and enjoyable and allowed me to look at business processes from a different angle.”