

Course Content and Outline

Total Estimated Hours: 16.0

Session 1: Introduction to Lean Six Sigma (5.15 hrs.)

- Introduction to Lean Six Sigma:
- Introduction
- Higher Standards for Higher Performance
- Input Determines Output
- Lean Six Sigma Defined
- What's In a Name?
- Success Stories
- The Sigma Level
- The 99.9% Problem
- Calculating the Sigma Level - Toolset
- DNA of a Champion
- Lean Six Sigma Framework
- DMAIC - The Lean Six Sigma Improvement Process
- Lean and DMAIC
- Thought Process Mapping - Toolset
- Organizing for Success
- Working Relationships
- Critical Success Factors
- Session 1 Skill Check

Session 2: The Champion Role (6.85 hrs.)

- The Champion Role:
- Process Thinking
- The Source of Value
- Value Stream Leverage
- Process Mapping (SIPOC) Toolset
- Flow Charts
- Balanced Scorecard Toolset
- Project Selection Toolset
- Project Charter Toolset
- What Makes a Good Project Manager?
- Stakeholder Analysis - RACI Matrix
- Project Tracking Toolset
- Project Tollgate Review Toolset
- Session 2 Skill Check

Session 3: Leading Teams (4 hrs.)

- Leadership Introduction
- Fueling The Improvement Engine
- Leadership Characteristics
- Practice, Study and Reflection - Learning by Modeling
- Leading Teams
- Developing an Effective Team
- Improving Team Development
- Leading Change
- Leading Change - Continued
- Success Factors For Effective Change Management
- Session 3 Skill Check
- Course Completion

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