

# Lean Six Sigma Overview



## Course Content and Outline

**Total Estimated Hours: 4.40**

We designed our Lean Six Sigma Overview course to provide a broad understanding of Lean Six Sigma improvement methodologies, concepts, and language. The course targets those who need to develop general awareness of Lean Six Sigma: what it is, why it matters, what makes it successful. The Lean Six Sigma Overview course presents the Define-Measure-Analyze-Improve-Control methodology with case studies and examples drawn from Service, Business Process, and Manufacturing applications. The course also addresses the relationship of Lean Enterprise methods and Six Sigma.

### Learning Objectives

The overall learning objective of this course is to provide a first step toward successful implementation of Lean Six Sigma methods by developing familiarity with the basic concepts and language of Lean Six Sigma. After completing this course, students should be able to DO the following:

- Communicate using Lean and Six Sigma concepts.
- Relate Lean Six Sigma concepts to the overall business mission and objectives.
- Accept the need to improve company performance to meet the requirements of the marketplace.
- Use the concept of a Sigma Level to evaluate the capability of a process or organization.
- Think about your organization as a collection of processes, with inputs that determine the output.
- Recognize the five step D-M-A-I-C model used to improve processes.
- Recognize the organizational factors that are necessary groundwork for a successful LSS program.

### Session 1: Introduction to Lean Six Sigma (4.40 hrs.)

- Introduction
- Higher Standards for Higher Performance
- Lean Six Sigma Defined
- Input Determines Output
- 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
- Organizing for Success
- Working Relationships
- Critical Success Factors
- Exercises and Quiz
- Course Completion

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