



Course Title: Process Improvement Level - 1 (Six-Sigma Green Belt)

Course date: 15th - 19th July 2018

Location: Istanbul, Turkey

Teaching Language: English with Arabic translation

Fees: €2000 includes

- Training materials
- Coffee break
- Lunch
- One free consultation (30 min) within the first 30 days after training

Who should attend?

Engineers, Technicians, sales and Marketing Managers and Change Agents.

Workshop Duration

This is a **5-days workshop** from 9:00am to 4:00pm each day

Workshop Objectives:

- Define what is six-Sigma?
- Understand the motivation for embracing six-sigma and its supporting structure
- Understand the DMAICR Methodology for problem solving
- Describe the flow of responsibilities for management, the project team, and finance during a project
- Learn how to use the Six Sigma problem-solving to create success of your organization.
- How to create a good plan to sustain the improvement you achieved

Workshop structure:

1. **Day -1 Define Phase**

Objective: Define opportunities.....What is important?

Define Phase Tools:

1. Project selection matrix
2. Hoshin planning- Introduction
3. Project charter and Team charter
4. Is and Is not analysis
5. Stakeholder and Customer Impacts analysis
6. SIPOC and Process mapping

2. **Day-2 Measure Phase**

Objective: Define Performance.....How are we doing?

Measure Phase Tools:

1. Voice of the Customer: Kano Model
2. Data collection plans
3. CTQ tree and Metric table
4. Normal distribution
5. Descriptive statistics
6. Data types- continuous vs. discrete
7. Introduction to MSA

8. Introduction to Control charts
3. **Day-3 Analyse Phase**
Objective: Analyze Processes and Data..... What is wrong?
Analyze Phase Tools
 1. Process map analysis
 2. Cause & Effect Diagram
 3. Cause Screening and 5-whys
 4. Scatter Plot
 5. Regression & Correlation
 6. Process capability Indices
4. **Day-4 Improve Phase**
Objective: Improve Performance.....What needs to be done?
Improve Phase Tools
 1. Benchmarking
 2. Brainstorming; structured & unstructured
 3. Affinity Diagram
 4. Weighted-voting
 5. Prioritization Matrix
 6. Force field analysis
 7. Risk Assessment- FMEA
5. **Day-5 Control Phase**
Objective: Control and Sustain Performance...How do we sustain the gains?
Control Phase Tools
 1. Documentation and Standardization
 2. Communication plans
 3. Process control plan
 4. CBA
 5. Reporting