

Six Sigma Yellow Belt (One day Workshop)

About the Course

Achieving “customers delight through zero-defect”, has been an ever-growing challenge in any industry. Six Sigma practices have proved over years and are now established as extremely powerful (yet user-friendly) tools to achieve such business excellence.

Huge popularity of Six Sigma practices is due to its following characteristics

- ❖ It is data-driven and measurable (unbiased and undisputed)
- ❖ ROI (return on investment) is easier to assess
- ❖ Quick launching (unlike huge documentation based process framework)
- ❖ Short time line (project based approach)
- ❖ It does not clash with any quality models (like ISO 9001, SEI CMMI®)
- ❖ Application can be anywhere in service, product and process (like functions - engineering, support, HR, product management, marketing – sales, finance – accounts)

This Six Sigma Yellow Belt provides an insight into the entire array of Six Sigma practices, which includes:

- ❖ Overview to Six Sigma
- ❖ Six Sigma – its statistical association
- ❖ Setting up organizational context for practicing Six Sigma
- ❖ Overview to Six Sigma methodologies (DMAIC and DMADV)
- ❖ Developing Six Sigma champions
- ❖ Six Sigma deployment (a project approach)
- ❖ Plenty of hands on information (checklists and application areas)
- ❖ Industrial best practices

After attending this work shop, the participants can comfortably lead by

- ❖ Collaborating with management to identify areas of practice in an organization
- ❖ Developing the champions for deployment
- ❖ Steering Six Sigma deployment (using project approach) across the organization
- ❖ Finally assessing ROI for such improvement initiatives

Workshop format

With a view to closely synchronise the course-contents with real life scenarios, this faculty-led workshop will encourage active involvement of participants.

For “better understanding” of course-contents and “higher acquaintance” with real life problems, the workshop will have intermediate exercises.

Workshop Contents

The Six Sigma Yellow Belt workshop covers the topics as below. There are exercises in between.

Introduction to Six Sigma

- Evolution and terminologies
- Impact on business performance
- Statistical computation (* please refer to note as below)

Setting context (for practicing Six Sigma)

Six Sigma Methodologies

- Methodologies
 - DMAIC
 - DMADV (or DFSS)
- Easy to refer Checklists

Organization and Six Sigma Champions

- Yellow - Green - Black belts and Champions
- Roles and responsibilities

Six Sigma Deployment

- Project approach
- Road map and deployment
- Project closure (success factor)
- Return on Investment (ROI)
- Automation support

Typical Six Sigma Applications

- Inventory of application areas in IT and non-IT industries

Best practices on Six Sigma

- Best practices
 - Lean Six Sigma
 - Others
- Things to avoid
- Sustaining momentum of Six Sigma

(*) Note:

- ❖ The workshop focuses on such “statistical areas” as necessary to understand and practice Six Sigma methodology. The participants do not need to have prior statistical proficiency.
- ❖ The workshop does not intend to focus on statistical process control (SPC) and its related theory on statistics

❖ **Who should attend**

The workshop will be highly beneficial to attendees with some experience in (or association with) project execution. In particular, the following audience would appreciate the workshop –

- ❖ Product group member or Business analysts
- ❖ Developers and other project team members
- ❖ Team or Module Leaders
- ❖ Project managers
- ❖ Delivery managers
- ❖ Quality or Testing group members
- ❖ Members of customer service and other support service like
 - Network management
 - HR and resource management
 - Training
 - Finance and accounts
 - Sales and marketing
 - Business development
- ❖ Future Green Belts and Black Belts