PROFESSIONAL DEVELOPMENT TRAINING

# Lean Six Sigma Introduction Training

09 884 0762

REQUEST QUOTE

1.0 DAY COURSE

**Lean Six Sigma uses waste-reduction and process-improvement methodologies to increase end value for customers and save resources in the process of achieving these goals. It improves processes by identifying, analysing, measuring and controlling areas of waste with the aim to improve processes, reduce costs and enhance value for customers.**

**The PD Training Lean Six Sigma Introduction Training Course is designed for beginners where you can develop a deeper understanding of Lean Six Sigma and its implementation. The training course creates a solid foundation in Lean Six Sigma methodologies to help you gain expertise in these concepts.**

**The PD Training Lean Six Sigma Introduction Training Courses, full of practical hands-on activities, are run by Lean Six Sigma experts in Auckland, Christchurch or Wellington. Ph: 0800 003150**

### What You'll Gain:

This course has been developed to enhance the knowledge and capability of people involved in the daily operation of business processes.

*The goal of this training is to:*

- Increase your knowledge of Process Management, Six Sigma and Lean techniques as Business Process Improvement methodologies.
- Increase your skills at improving the ease and performance of the processes in which you work.
- To gain an understanding of your role as a process team member for the achievement of business success.
- To select and improve one of the process you either own or work in.

## Outcomes

*Obtain a working understanding of Process Management, Six Sigma and Lean*

- Know and apply the basic concepts

- Demonstrate use of the terminology

*Comprehend daily work as a process-oriented activity*

- Understand process inputs and outputs
- Understand process flow and know what determines value add vs. non-value add
- Understand how the processes you are a part of fit into the larger set of processes needed in delivering value to the customer

*Perform Process Mapping and characterisation*

- Create a detailed Process Map of a process you are personally involved in.
- Prioritise significant outputs from the process and quantify their level of performance to requirements.
- Identify inputs and their relationship to the significant outputs.

*Perform process improvement activities*

- Improve a process you are personally involved in using Process Management, Six Sigma methods and Lean Principles to improve its performance.
- Continue to improve other processes.

*Establish control mechanisms and monitoring processes to sustain an existing process and/or any improvements you make.*

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# Modules

### Lesson 1: Understanding Lean

- About Six Sigma
- About Lean
- History behind Lean
- Toyota Production Systems
- The Toyota Precepts

### Lesson 2: Liker's Toyota Way

- Philosophy
- Process
- People and Partners
- Problem Solving

### Lesson 3: The TPS House

- The Goals of TPS
- The First Pillar: Just In Time (JIT)
- The Second Pillar: Jidoka (Error-Free Production)
- Kaizen (continuous improvement)
- The foundation of the house

### Lesson 4: The Five Principles of Lean Business

- Value
- Value stream
- Flow
- Pull

### Lesson 5: The First Improvement Concept (Value)

- Basic characteristics
- Satisfiers
- Delighters

### Lesson 6: The Second Improvement Concept (Waste)

- Muda
- Mura
- Muri

- Applying the Kano Model

### Lesson 7: The Third Improvement Concept (Variation)

- Common Cause
- Special Cause
- Tampering
- Structural

### Lesson 9: The Fifth Improvement Concept (Continuous improvement)

- The PDSA Cycle (Plan, Do, Study, Act)
- The DMAIC Method

- The New Wastes

### Lesson 8: The Fourth Improvement Concept (Complexity)

- What is complexity?
- What causes complexity?
- How to simplify?

### Lesson 10: The Improvement Toolkit

- Gemba
- Genchi Genbutsu
- Womack's Principle
- Kaizen
- A Roadmap for implementation

**Talk to our expert team**

**Phone: 09 884 0762**

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