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### Workshop Overview:

It includes a Six Sigma overview, examples of strategies, tools, measurements and controls used in successful deployment.

"The Six Sigma initiative has lowered GE's costs by dramatically reducing rework, simplifying processes and reducing direct material costs."

*Jack Welch, General Electric Chairman and Chief Executive Officer,  
GE Annual Report 2000*

### Who should attend?

Senior and middle levels of management who will be involved in planning, championing and communicating the overall improvement efforts of their organization.

### Workshop Benefits:

Participants will be able to develop strategies for:

- Improving customer satisfaction
- Increasing profit margins
- Shortening cycle time
- Reducing costs
- Establishing a standardized defect measurement system applicable in all processes



### Participants will learn:

- How companies like GE and Allied Signal use Six Sigma concepts to drive improvement and profits to new levels
- The differences between Six Sigma and other organization initiatives
- Problem Solving Model

### Participants will receive:

Six Sigma Management Overview Manual (includes Six Sigma philosophy, definitions, DMAIC improvement model, sigma measurement system, process management strategy/organization structure, background/construction information on quantitative and qualitative improvement tools.

## Workshop Agenda:

### Day 1:

- What is Six Sigma?
- Steps to Six Sigma
- DMAIC Model
- Process Management ("As is Environment", Radar Chart, Pareto Chart)
- Mapping
- Measurements (Units, Defects, Cycle Time)
- Process Management ("Should Be", Brainwriting, Affinity Diagram, Multivoting)
- Sigma
- Change Management

### Steps to Six Sigma:

1. Identify your products and services (What do you do? What business are you in?).
2. Identify your customers, what they consider important and what you need to do to meet their requirements (Who do you serve? What standards must you and your suppliers meet? How do your customers define defects?).
3. Assess how well you are meeting customer needs: Identify and rank improvement opportunities (How well are you doing? Where do you most need improvement?).
4. Define, map and measure the process for doing work (current state).
5. Analyze data, remove non-valued activities and mistake-proof the process.
6. Improve continuously (measure, analyze, problem solve, check results and institutionalize).