

Lean Six Sigma Yellow Belt: Process Improvement

Enhancing Your Success through Operational and Process Excellence

Have you ever been part of an initiative where you didn't understand the why, couldn't justify the effort spent, acted on "gut feel" only, or had difficulty measuring the return on investment? Whether you're testing a small one-week pilot or executing a multiyear program, the process improvement techniques of Lean Six Sigma (LSS) can help you drive process excellence and higher value to your business.

This interactive workshop will introduce you to the essence, tools and methodologies of process improvement through LSS. Learn and apply the DMAIC framework to your own workplace issues. Explore how various process improvement techniques can be used in strategic initiatives across different departments and industries. Make informed decisions based on empirical, process-driven evidence. Build hands-on skills that you can apply immediately back at work.

Takeaways

- Discover how Process Improvement can help your organization become more effective and agile in its key processes
- Employ the principles of Lean to identify opportunities and solve common business problems
- Improve accountability by setting clear, measurable problems and defining what success looks like
- Drive a culture of continuous improvement that focuses on customer-driven value
- Apply LSS tools to enable data-driven decisions that fix problems at their source
- Spend less reactive time "putting out fires" and more on sustaining long-term wins
- Improve collaboration and stakeholder buy-in through better change management practices
- Increase customer and employee satisfaction while improving the business bottom line
- Enable real-world business benefits through improvements to speed, agility, cost or quality
- Expand your career through Process Improvement experience and opportunities

Program Content

The Case for WHY Process Excellence

Core Principles of Lean

- Waste vs. Value
- Value-Stream and Flow
- Just-in-Time
- Pull vs. Push

Six Sigma

- Definition of Variation
- Six Sigma Distribution
- Process Stability and Controls

DMAIC Framework:

DEFINE

- Project Charter & scoping
- Crafting a good Problem and Goal Statement
- $Y = f(x)$ - Primary vs. Secondary Metrics
- Cost of Poor Quality
- SIPOC and Applications
- Process Mapping pitfalls

MEASURE

- Process Stability, Shift and Drift
- Cause and Effect Matrix & Diagrams
- Data Collection and Sampling Strategies
- Control Charting vs. Specification Limits

ANALYZE

- Descriptive Statistics and Data Types
- Capability Analysis
- Graphical Analysis (Pareto, Box Plot, Histogram)
- Root-cause Analysis
- Failure Mode Effects Analysis
- Problem-Solving Techniques

Program Content (cont'd)

IMPROVE

- Idea Generation Techniques
- Poka Yoke
- Process Redesign
- Prioritization Tools
- Change Management

CONTROL

- Process Control
- Change verification
- Sustainability, Ownership, Standardization
- Control and Reaction Plan
- Benefit Realization

Special Features

This interactive workshop provides a solid understanding of the fundamental concepts and applications of running Process Improvement or LSS initiatives within your organization. It provides case studies, group practice sessions and simulation activities to reinforce the concepts and help you put learning into practice.

Audience

This program is for leaders who are new to Process Improvement/LSS and looking for structured methodologies, tools and techniques to drive business results. It is also for anyone who is currently (or soon will be) engaged to lead, support or sponsor process improvement initiatives. Examples include:

- Executives and strategic leaders developing vision and multi-year roadmaps
- Program managers deciding where to focus their efforts
- Project managers who wish to improve OPEX, quality or delivery speed to customers
- Operations or business leaders who want to sustain wins and drive continuous improvement
- Business and systems analysts developing their Business or Functional Requirements

Program Leader

Kai Su is a certified Lean Six Sigma (LSS) Black Belt with more than 15 years of experience in driving process improvement initiatives in corporations ranging from manufacturing to service industries. A passionate LSS coach, mentor and trainer, he is known for encompassing customer-centric thinking into the everyday business culture. He is currently a Senior Product Manager at TELUS. His previous roles included leading a portfolio of Process Improvement initiatives at TD Bank, and overseeing vendor-development quality programs at Honeywell International.

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