



Six Sigma Green Belt

5 day training program

“ The issue is no longer whether Six Sigma should be considered, it is a question of when and how since an organisation cannot do today’s job with yesterday’s methods and be in business tomorrow”.

(A) Introduction

Six Sigma, “born “in Motorola is a high performance strategy driven tool that can rapidly produce extraordinary breakthrough results in cost reduction. It is data driven approach for analyzing the root causes of business processes/ problems and solving them.

Sigma is a Greek alphabet and measures the capability of the process to perform defect free work. The sigma value indicates how often defects are likely to occur. As sigma increases, cost and cycle time go down while profitability, productivity and customer satisfaction go up.

Six Sigma’s target is to achieve less than 3.4 defects or errors per million opportunities and hence the name. Six Sigma links customers and processes with financial benefits.

All kinds of businesses are joining the six sigma band wagon like General Electric, Motorola, 3M, Ford, Singapore Airlines, Citibank, Sony, Gillette and many other manufacturing and non manufacturing companies. Sample breakthrough savings claimed by organisations are:

- General Electric - US \$ 2 billion;
- Texas Instruments - US \$ 600 million
- Honeywell - US \$ 600 million
- Johnson & Johnson - US \$ 500 million

Whether your organizations business is manufacturing or service, proper and effective implementation of Six Sigma methodology can lead to:

- Reduced cost and cycle time
- Improved customer satisfaction
- Increased productivity
- Improved capacity and output
- Improved process flow

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(B) Course Objectives

To learn Six Sigma concepts, principles, strategy and DMAIC methodology for radically improving business performance and cost saving.

(C) Key Contents of the Workshop

Six Sigma Quality Overview

1. Evolution of Six Sigma.
2. What is Six Sigma Quality?
3. Impact of Six Sigma
4. DMAIC overview
5. Linking organisations strategic objectives and Six Sigma
6. Six Sigma roles & responsibilities

Six Sigma Metric

7. Organizational Goals & Objectives
8. Process improvement and its relevance with Six Sigma?
9. Selecting projects as per organizational goals
10. Understanding variation
11. Process performance metrics (DPU, RTY, DPMO, COPQ)
12. Understanding financial measures (NPV, ROI)
13. Business systems and processes

Define

14. Voice of the customer
15. Quality Function Deployment
16. Process mapping & SIPOC

Measure & Analyze (Laptop is required)

17. Collecting and analyzing data
 - a. Types of data
 - b. Methods of collecting data
18. Graphical methods
 - a. Pareto analysis
 - b. Cause and effect diagram
 - c. Measurement systems analysis
 - d. Correlation and regression analysis
19. Analysing process capability
 - a. Process Measurements
 - b. Process Performance

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- c. Process performance indices (C_{pk} , P_{pk})
- d. Calculating process Sigma
- e. Introduction to Statistical software
- f. Introduction to Hypothesis testing
 - i. 1-sample t-test
 - ii. sample t-test
 - iii. One-Way ANOVA

Improve & Control (Laptop is required)

- 20. Simple and detailed process design
- 21. Hypothesis testing – Type I & II errors
- 22. Idea generation
- 23. Lean concepts – Non value added activities,
 - a. Cycle time reduction
 - b. Error prevention
 - c. Checklists
- 24. SPC control charts

(D) Expected Benefits of Attending the Course

- Learn Six Sigma DMAIC problem solving methodology;
- Implement Six Sigma methodology to reduce cost, process variability and improve quality and customer service.
- Learn graphical and statistical root cause identification tools
- Learn improvement strategies, methodologies and tools like Kaizen, Lean, 5-S, Poka Yoke

(E) Other Details Pertaining to the Workshop

- Duration of the Training and Workshop : 5 days
- Maximum number of participants: 20.
- Course material will be provided to each participant.
- Participants to bring their own laptop.

(F) Who Should Attend

- Professionals from disciplines like:
 - Strategy

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- *After Sales Service;;*
- *Business Excellence/ Quality etc.*

F. Tutor Profile: Mr. Sunil Thawani

Mr. Sunil Thawani is the Chief Executive Officer of M/s. Quality Indeed Consulting Services, Canada and currently based in U.A.E. He a leading management professional with a successful track record of assisting many organizations to successfully transform and improve their business performance in terms of quality, cost, speed, service, accuracy, delivery and win prestigious business excellence awards with highest scores to date. He is the Author of book titled “Business Excellence Awards – Strategies for Winning”.

He has held senior management positions in manufacturing and service organizations like Sama Dubai, Union National Bank, Adnoc Distribution, Steel Authority of India Limited. His area of expertise is in the field of Business Excellence (EFQM Model), Six Sigma, Reengineering, Gemba Kaizen, Service Quality, ISO:9000, Corporate Governance, Strategy deployment and Performance Management etc.

He is Chairman of Continual Improvement sub group, Dubai Quality Group and American Society for Quality (ASQ) Country Counsellor, UAE and 1st Fellow of ASQ in the GCC. His work can be accessed at www.qualitywaves.com

(G) Contact

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