



## SIX SIGMA TOOLS & TECHNIQUES

Six Sigma is a statistical measure of variability, typically in a given process, and a business performance target specifically focused on critical customer specifications. In manufacturing, for instance, Six Sigma could measure the number of defects in a sub-assembly. In a service environment, it could quantify delays in month-end reconciliation procedures.

Variations is the cause of defects and out-of-control processes. According to leading estimates, most companies today are operating at levels of around four sigma, or approximately 6,000 defects per million. When a company has achieve a Six Sigma rate of improvement, it has limited defects to 3.4 per million, which is virtually defect free performance.

### Course Objectives

- Solve problems and optimize critical processes.
- Improve business performance and bottom line profitability.

### Course Contents

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| <p>1. What Is Six Sigma?<br/>                 Six Sigma defined and explained<br/>                 Essentials of the Six Sigma<br/>                 Methodology<br/>                 Focus on Engaging People and<br/>                 Changing Processes<br/>                 Not just on Statistic, but Cultural<br/>                 Changes<br/>                 Six Sigma Applied</p> | <p>Executive Leaders<br/>                 Champions<br/>                 Master Black belt<br/>                 Black Belts<br/>                 Green Belts<br/>                 Selecting Black Belts</p>   |
| <p>2. Why Do Six Sigma?<br/>                 Money<br/>                 Customer Satisfaction<br/>                 Quality<br/>                 Impact on Employees<br/>                 Growth<br/>                 Competitive Advantages<br/>                 The correlation between Quality and<br/>                 Cost</p>   | <p>6. The Core of Six Sigma<br/>                 The DMAIC Method<br/>                 D - Define Phase<br/>                 M - Measure Phase<br/>                 A - Analyze Phase<br/>                 I - Improve Phase<br/>                 C – Control Phase<br/>                 The Power and Discipline of the<br/>                 sequence</p>  |
| <p>3. Setting Business Metrics<br/>                 Criteria for Business Metrics<br/>                 What is the cost of Poor Quality?<br/>                 Financial Linkage of Metrics and<br/>                 Results<br/>                 Keeping your Process Capability</p>   | <p>7. Quick Overview of Six Sigma Tools<br/>                 Management Roles<br/>                 Your Tool Map<br/>                 Warm-up Tools<br/>                 Key Tool #1: Process Mapping<br/>                 Key Tool #2: XY Matrix<br/>                 Key Tool #3: Measurement Systems<br/>                 Analysis<br/>                 Key Tool #4: Process capability Tool<br/>                 Key Tool #5: Hypothesis Testing<br/>                 Key Study #6: FMEA<br/>                 Key Study #7: Design of Experiments<br/>                 Key Study #8: Control Plan</p> |
| <p>4. Implementing Six Sigma<br/>                 Getting Started: The Do's<br/>                 Getting Started: The Don'ts<br/>                 Readiness of The Organization<br/>                 Planning</p>  | <p>8. Selecting Six Sigma Projects<br/>                 Project Criteria</p>  |
| <p>5. Roles and Responsibilities<br/>                 Key Players</p>  |   |



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| Defect Project Selection<br>Opportunities<br>Pareto Selection Method<br>Successful Project Characteristics                    | Company Cycles<br>Reinforcement and Control  |
| 9. How To Sustain Six Sigma<br>Basic Infrastructure Requirements<br>Communication Plan<br>Company Culture<br>Signs of Success | 10. Six Sigma Proof Positive<br>Real Final Reports<br>Case Studies<br>Training Agendas<br>Job Descriptions<br>Design for Six Sigma |

### **Who Should Attend**

Workforce with direct or indirect involvements in company cost saving projects who wish to acquire knowledge of Six Sigma tools & techniques.

### **Award of Certificate**

Certificate of Attendance will be issued to participants who have attended at least 75% of the course.

### **Course Dates (2 Days / 9am – 5pm)**

Refer to our website.

### **Course Fees**

S\$ 410 (For SQI Member)

S\$ 460 (For Non-Member)

*GST is not applicable. Price is inclusive of two tea breaks.*

(SDF funding available for SME Only – Application via [www.sdf.gov.sg](http://www.sdf.gov.sg))

**Course fees are subjected to change without prior notice.**

### **Training Venue**

Training will be conducted in SQI, 66 Tannery Lane #06-07 Sindo Building S347805

### **For more information, please contact:**

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