



## Lean Process and Six Sigma Workshop

Six Sigma is a data-driven approach for eliminating defects and waste in any business process. You can compare Six Sigma with turning your water faucet and experiencing the flow of clean, clear water. Reliable systems are in place to purify, treat, and pressure the water through the faucet. That is what Six Sigma does to business: it treats the processes in business so that they deliver their intended result.

Our Lean Process and Six Sigma workshop will provide an introduction to this way of thinking that has changed so many corporations in the world. This workshop will give participants an overview of the Six Sigma methodology, and some of the tools required to deploy Six Sigma in their own organizations.

### Workshop Objectives:

- Develop a 360 degree view of Six Sigma and how it can be implemented in any organization.
- Identify the fundamentals of lean manufacturing, lean enterprise, and lean principles.
- Describe the key dimensions of quality – product features and freedom from deficiencies
- Develop attributes and value according to the Kano Model
- Understand how products and services that have the right features and are free from deficiencies can promote customer satisfaction and attract and retain new customers.
- Describe what is required to regulate a process
- Give examples of how poor quality affects operating expenses in the areas of appraisal, inspection costs, internal failure costs, and external failure costs
- Using basic techniques such as DMAIC and how to identify Six Sigma Projects
- Use specific criteria to evaluate a project
- Discover root causes of a problem

For more information or to reserve your spot in this workshop, please contact:

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# CLASS CONTENT

## **Module One: Getting Started**

Workshop Objectives  
Pre-Assignment Review

## **Module Two: Understanding Lean**

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

## **Module Three: Liker's Toyota Way**

Philosophy  
Process  
People and Partners  
Problem Solving

## **Module Four: 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

## **Module Five: The Five Principles of Lean Business**

Value  
Value Stream  
Flow  
Pull  
Seek Perfection

## **Module Six: The First Improvement Concept (Value)**

Basic Characteristics  
Satisfiers  
Delighters  
Applying the Kano Model

## **Module Seven: The Second Improvement**

### **Concept (Waste)**

Muda  
Mura  
Muri  
The New Wastes

## **Module Eight: The Third Improvement Concept (Variation)**

Common Cause  
Special Cause  
Tampering  
Structural

## **Module Nine: The Fourth Improvement Concept (Complexity)**

What is Complexity?  
What Causes Complexity?  
How to Simplify?

## **Module Ten: The Fifth Improvement Concept (Continuous Improvement)**

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

## **Module Eleven: The Improvement Toolkit**

Gemba  
Genchi Genbutsu  
Womack's Principle  
Kaizen  
A Roadmap for Implementation

## **Module Twelve: Wrapping Up**

Words from the Wise