COURSE OUTLINE: LSSBB

- **Introduction**

  1. A brief history of Quality
  2. What is Quality (Definitions) and service or product
  3. Quality Gurus & their contribution to Quality
  4. Enterprise wide View
  5. Leadership
  6. Six Sigma Roles and Responsibilities
  7. Team Formation
  8. Team Facilitation
  9. Team Dynamics
  10. Time Management For Teams
  11. Team Decision making Tools
  12. Management and Planning Tools
  13. Team Performance Evaluation And Rewards
  14. Overview of DMAIC

- **Define**

  1. Important Stakeholders
  2. Impact On Stakeholders
  3. Critical To Requirements
  4. Benchmarking
  5. Business performance measures
  6. Financial measures
  7. VOC
  8. Kano's Customer Satisfaction Levels
  9. Juran's Customer Needs
  10. Market Research
  11. CTQ Flowdown
  12. QFD
  13. Performance Metrics
  14. Project Charter
  15. Charter Negotiation
  16. Project management plan and Baselines
  17. Project Tracking

- **Measure**

  1. Processes, Process characteristics, process flow metrics, inputs and outputs
  2. Process maps and Flow chart
  3. SIPOC
  4. Data Type & Measurement scale
  5. Data Collection
  6. Sampling strategies
  7. Fishbone Diagram
  8. Relational Matrices or Prioritization Matrix
  9. Basic Statistics
  10. Analytical Statistics
  11. Gauge R & R
  12. Process Capability Analysis

- **Analyze**

  1. Correlation and Regression Analysis
  2. Testing of Hypothesis
  3. FMEA
  4. Gap Analysis
  5. The Five Whys
  6. Pareto Diagram
  7. Tree Diagram
  8. Non value added activities
  9. Cost of poor Quality (COPQ)

- **Improve**
  1. DOE
  2. Poka-yoke
  3. 5S
  4. Kanban
  5. Standard Operations
  6. Operator work instructions
  7. Cycle time reduction
  8. Continuous Flow Manufacturing
  9. SMED
  10. Kaizen and Kaizen Blitz
  11. Theory of Constraints (TOC)
  12. Risk analysis

- **Control**

  1. Statistical Process Control
  2. Other Control Tools
  3. Maintain Controls
  4. Sustaining Improvements

- **DFSS**

  1. DFSS

- **More on Lean**

  1. A Value Stream Map
  2. Lean is Speed
  3. Total Supply Chain
  4. Lean Six Sigma Logistics

- **Case Study 1**

  1. Case Study 1 Part 1
  2. Case Study 1 Part 2

- **Case Study 2**

  1. Case Study 2 Part 1
  2. Case Study 2 Part 2