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“Instructors were very knowledgeable and did a great job communicating the theories and concepts.”

“Not only was this course thought provoking, but I had a great deal of fun as well.”

Program Objectives

Increase your capability to effectively identify, frame, and solve problems for the continuous improvement of quality, cost, and delivery/time. At the completion of the course, you will be able to:

- Understand the power of the DMAIC problem solving process
- Quantitatively assess the current state of a process
- Map a process using SIPOC, Process Mapping, and Value Stream Mapping
- Apply basic graphical tools to identify mean and/or variation concerns
- Identify and eliminate non-value-added waste in business processes
- Apply quick improvement tools including 5S, Standardized Work, Visual Management, and Source Inspection/Mistake Proofing
- Understand Little’s Law and its implications for improving process flow through improved work cell/process layout, one-piece flow, pull systems, and process leveling
- Apply Cause-Effect Diagrams and FMEA to identify and resolve process failure modes
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Program Components
Define
• Linking Metrics to VOC and VOB
• Identifying Classic Forms of Waste
• Identifying Opportunities and Project Charters
• Process Maps (SIPOC, Swim Lane, Process Mapping Diagram)

Measure
• Value Stream Mapping
• Understanding Data and Measuring
• Current State (Processing Time and Yield)
• Exploring Data Patterns
• Basic Data Collection, Sampling, and Graphical Analysis Tools (Run Chart, Histogram, Box Plot)
• Descriptive Statistics
• Rolled Yield Throughput Analysis (Percent Value-Add versus Rolled Yield)

Analyze
• Qualitative Process Analysis and FMEA Analysis
• Cause and Effect Diagrams
• Stratification Analysis (Grouping Variables, Bar/Pie Charts, Pareto Analysis and Drill Down, Multiple Box Plots, Scatter Plot)

Improve
• Quick Improvement Tools
• 5S Process
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Instructor

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