

# Leading Strategies in Six Sigma

Audit & Quality Assurance  
Cape Town (South Africa)  
27 - 31 Jan 2025

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## Leading Strategies in Six Sigma

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### Introduction

One of the most important things to do in strategic planning is to align Lean Six Sigma efforts with the organization's overarching strategic goals. Identifying where and how Lean Six Sigma efforts can support organizational goals, vetting this alignment with organizational leadership, and communicating the alignment to staff serves to strengthen the Lean Six Sigma Program.

### Course Objectives of Leading Strategies in Six Sigma

- Define and understand Six Sigma and why it is necessary to sustain business improvement
- Apply the DMAIC problem-solving method
- Explain the role of Six Sigma in customer service and continual improvement
- Explain how to implement and deploy Six Sigma Yellow Belt level
- Assess organization readiness to launch a Six Sigma project

### Leading Strategies in Six Sigma Course Outlines

#### Day 1

##### Definitions of Six Sigma

- What is Six Sigma and What Does Sigma Mean?
- History of Six Sigma
- Why Should Organizations Use Six Sigma?
- Savings from Six Sigma
- Six Sigma as an Improvement Strategy

#### Day 2

##### Six Sigma in Customer Service

- Effects of Six Sigma on Customer Satisfaction and VOC
- Levels of Sigma Performance
- The Kano Model and Quality Function Deployment
- The Fruit of Six Sigma

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## Day 3

### Implementing Six Sigma

- The Methodology
- The DMAIC Stages Define, Measure, Analyze, Improve, and Control
- Roles for Managers and Employees
- Six Sigma and Lean
- Roles of Green Belts and Black Belts

### Statistical Analysis in Six Sigma

- Sigma as a Metric
- Sources of Variation
- Calculation of Process Capability and Sigma Level
- The Commute Example
- Software Used in the Analysis

## Day 4

### Six Sigma Tool Box

- Control Charts
- Pareto Charts
- Cause and Effect Diagrams
- Why-Why Diagrams
- Scatter Diagrams
- The Turtle Diagram

## Day 5

### Deployment of Six Sigma

- Project Selection and Charter Importance
- Leadership and Employee Involvement
- Corporate Commitment: 10 Questions for Leaders
- Selection of Six Sigma Projects: Guidelines
- Characteristics of a Successful Six Sigma Project
- Sources of High Impact Opportunities
- Characteristics of Projects to Avoid

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