Understanding and Implementing Six Sigma Course

Venue Information

Venue: London UK

Place:

Start Date: 2026-10-27

End Date: 2026-10-31

Course Details

Net Fee: £4750.00

Duration: 1 Week

Category ID: QAPC

Course Code: QAPC-5

Syllabus

Course Syllabus

Introduction

This program is designed for:

Managers, supervisors and professionals who wish to understand Six Sigma, its use and how it relates to work and business improvement.

Objectives

- 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.

- Benefits of Quality Systems
- Meet the ISO 9000 Family
- Cost of Poor Quality
- Evolution of Quality Management
- Quality Management Principles and Six Sigma
- Quality Maturity Ladder

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

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

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

Problem-Solving Using Six Sigma

- Six Sigma Tool Box
- Control Charts
- Pareto Charts
- Cause and Effect Diagrams
- Why-Why Diagrams
- Scatter Diagrams
- The Turtle Diagram

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

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