



Lean and Six Sigma training

Outline of 1-day overview

Background

RiverRhee Consulting has been providing 1-day workshops on Lean and Six Sigma to local business since 2011. Clients have been applying what they have learnt on the course and are starting to see some real benefits in their work.

The format of the day follows the DMAIC (Define, Measure, Analyse, Improve, Control) framework. It is very interactive, with a mix of presentation, discussion, and practical exercises to practise the use of the various Lean and Six Sigma tools & approaches described.

Participants are also asked to do some pre-course work, to identify and collect background information on one of their processes to explore in sub-groups during the workshop.

By the end of the day, participants identify individual action plans for taking their learning forward.

Course agenda (approximate timings for a full day course)

09:00 – 09:30	Introduction – context and goals & expectations from participants
	Lean & Six Sigma – origins, definitions, applications & principles
9:30 – 10:45	Define - how to clarify stakeholder expectations, goals and scope of improvement initiatives
10:45 – 11:00	Break
11:00 – 12:30	Measure – tools for identifying sources of wasted time, money and effort; and picking those to focus on
12:30 – 13:30	Lunch (with some continued work on Measure)
13:30 – 14:15	Analyse – the importance of understanding root causes and how to find them
14:15 – 15:00	Improve – identifying potential solutions and evaluating them
15:00 – 15:15	Break
15:15 – 16:00	Change Management & its role in implementing business process improvement
16:00 – 16:30	Control – the final stage for introducing successful process improvement, and how to sustain continuous improvement
16:30 – 17:00	Wrapping it all up: opportunities to apply Lean and Six Sigma & potential next steps