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## The Foundations of Six Sigma



## Lean and Six Sigma

Duration: 2 Hour

- Sequence key developments in the evolution of continuous improvement methodologies
- Recognize the impact of other continuous improvement methodologies on Six Sigma and Lean
- Distinguish between the Lean and Six Sigma improvement methodologies
- Recognize the best approach for integrating Lean and Six Sigma initiatives, given basic organizational conditions
- Match Lean tools with the Six Sigma stages they align to
- Classify a business process as a core process or support process and identify what makes it so
- Recognize the characteristics of the Process Enterprise approach
- Recognize how Lean Six Sigma was applied to a manufacturing process in a given scenario
- Recognize characteristics and quality considerations that are unique to service organizations
- Categorize examples of the three key aspects of service quality
- Recognize examples of service industry activities that would be good candidates for a Lean Six Sigma initiative

## Are You Listening to Your Customers?

Duration: 0.1 Hour

## Quick Wins in Six Sigma Implementation

Duration: 0.1 Hour

### **Six Sigma Versus TQM**

**Duration: 0.1 Hour**

### **Lean Inbound Transportation**

**Duration: 0.1 Hour**

### **A Critical-to-quality Tree - What's That?**

**Duration: 0.1 Hour**

### **Basic Measurement Concepts in Six Sigma**

**Duration: 0.1 Hour**

### **Does Your Business Really Need Six Sigma?**

**Duration: 0.3 Hour**

### **Identifying Candidates for Key Six Sigma Roles**

**Duration: 0.3 Hour**