



# Introduction to Six Sigma

## *Course Content and Outline*

**Total Estimated Hours:** 4.10

**Note:** This outline is identical for the Financial Services and Services versions. The difference for each course lies in the customized case studies, examples and exercises.

### **Session 1 (4.10 Hours)**

- Introduction
- Higher Standards for Higher Performance
- Lean Six Sigma Defined
- Input Determines Output
- Success Stories
- The Sigma Level
- The 99.9% Problem
- Calculating the Sigma Level - Toolset
- DNA of a Champion
- Lean Six Sigma Framework
- DMAIC - The Lean Six Sigma Improvement Process
- Organizing for Success
- Working Relationships
- Critical Success Factors
- What's In a Name?
- Exercises and Quiz
- Course Completion

Updated: 1/1/10

Copyright © 2000-2010 by MoreSteam.com LLC

Powered by  MoreSteam.com™