



Design for Six Sigma – Process/Service Design

Course Content and Outline

Total Estimated Hours: 37.35

Note: This course is arranged in the DCDOV format.

Session 1: Introduction to DFSS (2.80 Hours)

- Design for Six Sigma Introduction
- Closing the Gap
- Better Aim Through DFSS
- Improving Lifecycle Cost
- DFSS and DMAIC
- What is Design for Six Sigma?
- The Alphabet Soup of DFSS
- Process Phase-Gates
- Design Leverage
- How To Use This Course
- Introduction to EngineRoom®
- Keeping Track of Where You Are
- DFSS Achievements
- Exercises and Quiz

Session 2: Define (8.75 Hours)

- Introduction
- Project Selection Toolset
- Project Charter Toolset
- Project Tracking Toolset
- Obtaining the Voice of The Customer
- Market Segmentation
- Understanding Customer Requirements
- Listening to ALL the Voices
- Where to Go For Customer Requirements
- Conducting Surveys
- Survey Considerations
- Survey – Sampling Frame
- Structuring Survey Questions
- Affinity Diagram Toolset
- CTQC Tree Diagram Toolset
- Operational Definition Toolset
- Voice Of The Customer As Specifications
- Progress Review
- Exercises and Quiz

Session 3: Concept (6.15 Hours)

- Introduction
- QFD Toolset
- Metrics
- The Core Principle of DFSS
- Process Capability Toolset
- Benchmarking
- Beyond Customer Requirements
- Brainstorming
- Encouraging The Creative Process
- Narrowing Down The List of Ideas
- Pugh Concept Selection Toolset
- Progress Review
- Exercises and Quiz

Session 4: Design (6.15 Hours)

- Introduction
- Design Development
- Results By Design
- Design Scorecard
- Analyzing Designs
- More on QFD

Session 4: Design (cont.)

- Correlation and Regression Analysis
- Multiple Regression Toolset
- Error-proofing
- FMEA Toolset
- Product and Process Reliability
- Basic Reliability Calculations
- Transfer Function Toolset
- Progress Review
- Exercises and Quiz

Session 5: Optimize (10.10 Hours)

- Introduction
- Optimization
- Building a Process Model
- From Process Diagram to Process Model
- Predicting Process Performance With Simulation
- Process Playground – Online Discrete Event Simulation
- Monte Carlo Toolset
- Continuous Flow Optimization Toolset
- Design for Lean – Supply Chain Dynamics
- QFD: Building The Fourth House
- Progress Review
- Exercises and Quiz

Session 6: Verify (3.40 Hours)

- Introduction
- Other Aspects of Verification
- The Process Control Plan
- Testing a Design
- Achieving Reliability Through Testing
- Piloting a Design
- Launch
- Ending the Project
- Progress Review
- Exercises and Quiz
- Course Completion
- The Lean Six Sigma Journey

Updated: 2/15/2018