



ASQ

AMERICAN SOCIETY
FOR QUALITY®

Introduction to Six Sigma

Course Content and Outline

Total Estimated Hours: 3.90

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: Introduction (3.90 Hours)

- Introduction
- Higher Standards for Higher Performances
- Lean Six Sigma Defined
- Input Determines Output
- Success Stories
- The Sigma Level
- The 99% 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

For additional information on this course, visit <http://www.moresteam.com/lean-six-sigma/catalog.cfm>

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