BLACKBIRD FOR TRAINING

Leading Strategies in Six Sigma

25 – 29 October 2027
Cape Town (South Africa)



Leading Strategies in Six Sigma

Ref: 3268_291313 **Date:** 25 – 29 October 2027 **Location:** Cape Town (South Africa) **Fees:** 4200 GBP

Introduction

In today's competitive business environment, quality and excellence are essential for achieving sustainable success. The "Leadership Strategies to Achieve Six Sigma" course empowers leaders to develop the skills necessary to manage and improve processes to ensure the highest levels of efficiency and quality. This comprehensive training program provides participants with the tools and strategies required to successfully implement the Six Sigma methodology within their organizations. By mastering Six Sigma principles and techniques, leaders can drive significant improvements in process efficiency, customer satisfaction, and overall business performance.

Course Objectives

By the end of this course, participants will:

- Understand what Six Sigma is and why it is critical for sustaining business improvement.
- Learn how to apply the DMAIC problem-solving method Define, Measure, Analyze, Improve, Control in process optimization.
- Grasp the role of Six Sigma in improving customer service and fostering continual improvement.
- Understand how to implement and deploy Six Sigma strategies at the Yellow Belt level.
- Assess organizational readiness for launching a Six Sigma project and ensure successful implementation.

Course Outlines

Day 1: Definitions of Six Sigma

- What is Six Sigma and what does Sigma mean?
- The history of Six Sigma and its evolution.
- Why organizations should use Six Sigma for continuous improvement.
- Understanding the savings from Six Sigma and its role as a business improvement strategy.



Day 2: Six Sigma in Customer Service

- The impact of Six Sigma on customer satisfaction and Voice of the Customer VOC.
- Understanding the different levels of Sigma performance.
- Exploring the Kano Model and Quality Function Deployment for customer-focused improvements.
- The fruit of Six Sigma: How it leads to operational excellence.

Day 3: Implementing Six Sigma

- An overview of the Six Sigma methodology and how to apply it in real-world scenarios.
- DMAIC stages: Defining, measuring, analyzing, improving, and controlling processes.
- The roles of managers, employees, and Six Sigma roles: Green Belts and Black Belts.
- Understanding the relationship between Six Sigma and Lean principles.
- Statistical analysis in Six Sigma: using Sigma as a metric and understanding sources of variation.
- Tools and software used in Six Sigma analysis.

Day 4: Six Sigma Tool Box

- Key Six Sigma tools: Control charts, Pareto charts, Cause and Effect Diagrams, Why-Why diagrams, Scatter diagrams, and Turtle diagrams for process improvement.
- How to utilize these tools to identify problems, measure progress, and drive improvements.

Day 5: Deployment of Six Sigma

- How to select Six Sigma projects and develop a project charter.
- The importance of leadership and employee involvement in Six Sigma projects.
- Corporate commitment: 10 critical questions for leaders to consider before implementing Six Sigma.
- Guidelines for selecting Six Sigma projects and ensuring their success.
- Characteristics of high-impact opportunities and projects to avoid in Six Sigma implementations.

Why Attend This Course: Wins & Losses!

- Master Six Sigma Leadership: Gain essential knowledge of Six Sigma leadership and how to apply Six Sigma leadership principles to drive process improvements and organizational growth.
- Boost Process Improvement Skills: Learn to implement Six Sigma methodology effectively for process improvement in any organization. With hands-on application of the DMAIC process, you will learn how to achieve measurable results in efficiency and quality.
- Hands-on Learning: Apply Six Sigma tools such as Pareto charts, control charts, and Cause and Effect Diagrams in practical scenarios to solve real-world challenges.
- Drive Customer Satisfaction: Understand how Six Sigma can enhance customer satisfaction and improve the customer experience through continuous improvement.
- Achieve Organizational Excellence: Learn how to deploy Six Sigma effectively in your organization, ensuring improved productivity, cost reduction, and a culture of excellence.



Conclusion

The "Leadership Strategies to Achieve Six Sigma" course offers an exceptional opportunity for business leaders to learn how to implement Six Sigma principles for sustained improvement and success. By attending this course, participants will acquire a deeper understanding of Six Sigma leadership and how to use it to drive business transformation. The course provides the tools and strategies necessary for leaders to effectively apply the DMAIC methodology, enhance process improvement, and ensure higher levels of quality and customer satisfaction. Don’t miss out on this opportunity to master the Six Sigma process improvement steps and bring tangible benefits to your organization.

