

COURSE NAVIGATOR



COURSE INTRODUCTION

PROLOGUE

COURSE INTRODUCTION

INTRODUCTION TO SIX SIGMA

SECTION INTRODUCTION

WHAT IS SIX SIGMA?

HISTORY AND EVOLUTION OF SIX SIGMA

KEY BENEFITS OF SIX SIGMA IN BUSINESS

LIVE INTERVIEW WITH AN EXPERT: SIX SIGMA MYTH # 1

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SECTION QUIZ

SECTION CONCLUSION

THE BASICS OF SIX SIGMA

SECTION INTRODUCTION

UNDERSTANDING QUALITY

UNDERSTANDING VARIATION

DIFFERENCE BETWEEN 99% QUALITY AND SIX SIGMA

KEY CONCEPTS: DMAIC AND DMADV

ROLES AND RESPONSIBILITIES IN SIX SIGMA PROJECTS

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CORE SIX SIGMA PRINCIPLES

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CUSTOMER FOCUS

PROCESS IMPROVEMENT

DATA-DRIVEN DECISION MAKING

REDUCING DEFECTS AND WASTE

CONTINUOUS IMPROVEMENT (KAIZEN)

LIVE INTERVIEW WITH AN EXPERT: SIX SIGMA MYTH # 3

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DEFINE PHASE: UNDERSTANDING THE PROBLEM

MEASURE PHASE: BASICS OF DATA COLLECTION AND METRICS

ANALYZE PHASE: IDENTIFYING ROOT CAUSES

IMPROVE PHASE: BRAINSTORMING SOLUTIONS

CONTROL PHASE: SUSTAINING IMPROVEMENTS

LIVE INTERVIEW WITH AN EXPERT: SIX SIGMA MYTH # 4

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KEY SIX SIGMA TOOLS

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SIPOC DIAGRAM

FISHBONE OR THE ISHIKAWA DIAGRAM

5 WHY ANALYSIS

PARETO ANALYSIS

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REAL-LIFE EXAMPLES FROM DIFFERENT INDUSTRIES

SUCCESS STORIES OF COMPANIES USING SIX SIGMA

COMMON CHALLENGES IN IMPLEMENTING SIX SIGMA

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COURSE CONCLUSION

SECTION

LECTURE

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QUIZ

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IN THIS SECTION, YOU WILL LEARN



REAL-LIFE EXAMPLES FROM DIFFERENT INDUSTRIES
SUCCESS STORIES OF COMPANIES USING SIX SIGMA
COMMON CHALLENGES IN IMPLEMENTING SIX SIGMA