

**SECTION**

# **KEY SIX SIGMA TOOLS**

## 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

SECTION ARTICLE

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

LIVE INTERVIEW WITH AN EXPERT: SIX SIGMA MYTH # 2

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## CORE SIX SIGMA PRINCIPLES

SECTION INTRODUCTION

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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## THE DMAIC FRAMEWORK

SECTION INTRODUCTION

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

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## KEY SIX SIGMA TOOLS

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SIPOC DIAGRAM

FISHBONE OR THE ISHIKAWA DIAGRAM

5 WHY ANALYSIS

PARETO ANALYSIS

BASIC PROCESS MAPPING

LIVE INTERVIEW WITH AN EXPERT: SIX SIGMA MYTH # 5

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## APPLICATIONS OF SIX SIGMA

SECTION INTRODUCTION

REAL-LIFE EXAMPLES FROM DIFFERENT INDUSTRIES

SUCCESS STORIES OF COMPANIES USING SIX SIGMA

COMMON CHALLENGES IN IMPLEMENTING SIX SIGMA

LIVE INTERVIEW WITH AN EXPERT: SIX SIGMA MYTH # 6

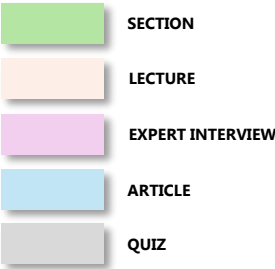
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## COURSE CONCLUSION

COURSE CONCLUSION



# IN THIS SECTION, YOU WILL LEARN

**SIPOC DIAGRAM**

**FISHBONE OR THE ISHIKAWA DIAGRAM**

**5 WHY ANALYSIS**

**PARETO ANALYSIS**

**BASIC PROCESS MAPPING**