

Additional Resources

Courses for Improving Performance Capability

1. Recommended sequence of LinkedIn Learning courses:
2. Operational Excellence Foundations
3. Six Sigma Foundations
4. Lean Six Sigma: Define and Measure Tools
5. Lean Six Sigma: Analyze, Improve, and Control Tools
6. Six Sigma: Green Belt
7. Operational Excellence Work-Out and Kaizen Facilitator
8. Learning Minitab
9. Six Sigma: Black Belt

Recommended Videos

This list of LinkedIn Learning courses and videos are listed by topic. Under each topic, the resources are identified by course title, video title, and link. Under each topic, the order of listing is presented from introductory to immediate and advanced levels, as appropriate.

Metrics

Operational Excellence Foundations – Voice of the Customer, CTQs, and Metrics

<https://www.linkedin.com/learning/operational-excellence-foundations/voice-of-the-customer-ctqs-and-metrics>

Operational Excellence Foundations – Kano model and its implications

<https://www.linkedin.com/learning/operational-excellence-foundations/kano-model-and-its-implications>

Lean Six Sigma: Define and Measure Tools – VOC and CTQs

<https://www.linkedin.com/learning/lean-six-sigma-define-and-measure-tools/voc-and-ctq>

Lean Six Sigma: Define and Measure Tools – Lean and process metrics

<https://www.linkedin.com/learning/lean-six-sigma-define-and-measure-tools/lean-and-process-metrics>

Six Sigma: Green Belt – Collecting VOC (voice of the customer)

<https://www.linkedin.com/learning/six-sigma-green-belt/collecting-voc-voice-of-the-customer>

Six Sigma: Black Belt – Process flow metrics

<https://www.linkedin.com/learning/six-sigma-black-belt/process-flow-metrics>

Operational Excellence Work-Out and Kaizen Facilitator – Voice of the customer (VOC) Work-Out

<https://www.linkedin.com/learning/operational-excellence-work-out-and-kaizen-facilitator/voice-of-the-customer-voc-work-out>

Variation

Operational Excellence Foundations – Variation

<https://www.linkedin.com/learning/operational-excellence-foundations/variation>

Lean Six Sigma: Define and Measure Tools – Variation: Dotplot, histogram, boxplot

<https://www.linkedin.com/learning/lean-six-sigma-define-and-measure-tools/variation-dotplot-histogram-boxplot>

Six Sigma: Green Belt – Graphical displays of variation

<https://www.linkedin.com/learning/six-sigma-green-belt/graphical-displays-of-variation>

Process Capability

Six Sigma Foundations – Process capability and sigma level

<https://www.linkedin.com/learning/six-sigma-foundations/process-capability-and-sigma-level-2>

Lean Six Sigma: Define and Measure Tools – Process capability, DPMO, and Sigma level

<https://www.linkedin.com/learning/lean-six-sigma-define-and-measure-tools/process-capability-dpmo-and-sigma-level>

Six Sigma: Green Belt – Process performance measures

<https://www.linkedin.com/learning/six-sigma-green-belt/process-performance-measures>

Six Sigma: Black Belt – Process capability for continuous data

<https://www.linkedin.com/learning/six-sigma-black-belt/process-capability-for-continuous-data>

Control Plan

Operational Excellence Foundations – Process control and the control plan

<https://www.linkedin.com/learning/operational-excellence-foundations/process-control-and-the-control-plan>

Six Sigma Foundations – The control plan

<https://www.linkedin.com/learning/six-sigma-foundations/the-control-plan>

Lean Six Sigma: Analyze, Improve, and Control Tools – Process control plan

<https://www.linkedin.com/learning/lean-six-sigma-analyze-improve-and-control-tools/process-control-plan>

Six Sigma: Green Belt – How to develop control plans

<https://www.linkedin.com/learning/six-sigma-green-belt/how-to-develop-control-plans>

Operational Excellence Work-Out and Kaizen Facilitator – Process metrics and control Work-Out

<https://www.linkedin.com/learning/operational-excellence-work-out-and-kaizen-facilitator/process-metrics-and-control-work-out>

Knowing When to Take Action

Six Sigma Foundations – How to use SPC charts

<https://www.linkedin.com/learning/six-sigma-foundations/how-to-use-spc-charts-2>

Lean Six Sigma: Analyze, Improve, and Control Tools – Statistical process control

<https://www.linkedin.com/learning/lean-six-sigma-analyze-improve-and-control-tools/statistical-process-control>

Six Sigma: Green Belt – Statistical process control charts

<https://www.linkedin.com/learning/six-sigma-green-belt/statistical-process-control-charts>

Six Sigma: Green Belt – SPC charts for variables

<https://www.linkedin.com/learning/six-sigma-green-belt/spc-charts-for-variables>

Six Sigma: Green Belt – SPC charts for attributes

<https://www.linkedin.com/learning/six-sigma-green-belt/spc-charts-for-attributes>

Identify, Prioritize, and Mitigate Potential Risks of Failures

FMEA or failure modes and effects analysis can be used to identify, prioritize, and mitigate the potential risks of failures in a process, product, or service. The Process FMEA can be very useful to mitigate the risks of failures of the steps in a process, or when processes are changed or improved.

FMEA explained:

FMEA: Failure modes and effects analysis

<https://www.linkedin.com/learning/operational-excellence-foundations/fmea-failure-modes-and-effects-analysis>

Application of FMEA (with Excel template in Exercise Files):

How to use failure modes and effects analysis

<https://www.linkedin.com/learning/six-sigma-green-belt/how-to-use-failure-modes-and-effects-analysis>

How to conduct a FMEA Work-Out with your team:

FMEA Work-Out

<https://www.linkedin.com/learning/operational-excellence-work-out-and-kaizen-facilitator/fmea-work-out>

Operational Excellence

Operational Excellence Foundations – What is operational excellence?

<https://www.linkedin.com/learning/operational-excellence-foundations/what-is-operational-excellence>

Operational Excellence Foundations – Key roles in operational excellence

<https://www.linkedin.com/learning/operational-excellence-foundations/key-roles-in-operational-excellence>

Operational Excellence Foundations – Alignment for operational excellence

<https://www.linkedin.com/learning/operational-excellence-foundations/alignment-for-operational-excellence>

Operational Excellence Foundations – Choose the right methodology

<https://www.linkedin.com/learning/operational-excellence-foundations/choose-the-right-methodology>

Six Sigma Foundations – Key roles of executives and champions

<https://www.linkedin.com/learning/six-sigma-foundations/key-roles-of-executives-and-champions>

Six Sigma Foundations – Select the Six Sigma team

<https://www.linkedin.com/learning/six-sigma-foundations/select-the-six-sigma-team>

Operational Excellence Foundations – Implementation challenges

<https://www.linkedin.com/learning/operational-excellence-foundations/implementation-challenges>

Operational Excellence Foundations – Audits to sustain operational excellence

<https://www.linkedin.com/learning/operational-excellence-foundations/audits-to-sustain-operational-excellence>

Key Concepts and Tools for Improving Processes

We want to move away from inspection and detection to prevention and control; in other words, we want quality at the source, in the process, and getting it done right the first time!

Operational Excellence Foundations – Quality at the source

<https://www.linkedin.com/learning/operational-excellence-foundations/quality-at-the-source>

Operational Excellence Foundations – Error-proofing or poka-yoke

<https://www.linkedin.com/learning/operational-excellence-foundations/error-proofing-or-poka-yoke>

Operational Excellence Foundations – Process control and the control plan

<https://www.linkedin.com/learning/operational-excellence-foundations/process-control-and-the-control-plan>

Work-Outs, Kaizen Events, or Rapid Improvement Events

On planning, purpose and scope, and deliverables:

<https://www.linkedin.com/learning/operational-excellence-work-out-and-kaizen-facilitator/key-questions-in-planning>

<https://www.linkedin.com/learning/operational-excellence-work-out-and-kaizen-facilitator/purpose-and-scope-of-a-work-out-or-kaizen-event>

<https://www.linkedin.com/learning/operational-excellence-work-out-and-kaizen-facilitator/deliverables-of-a-work-out-or-kaizen-event>

One of these may be appropriate for your Work-Out or Kaizen event:

If you are trying to streamline a value stream to remove waste and improve lead times:

<https://www.linkedin.com/learning/operational-excellence-work-out-and-kaizen-facilitator/kaizen-for-streamlining-and-waste-reduction>

If you want to collect, understand, and translate the voice of the customer (VOC) into CTQs:

<https://www.linkedin.com/learning/operational-excellence-work-out-and-kaizen-facilitator/voice-of-the-customer-voc-work-out>

If you want to clean up a messy workplace that hinders productivity and quality:

<https://www.linkedin.com/learning/operational-excellence-work-out-and-kaizen-facilitator/5s-kaizen>

If you want to identify and mitigate potential risks of failure in your process:

<https://www.linkedin.com/learning/operational-excellence-work-out-and-kaizen-facilitator/fmea-work-out>

If you want to use the event to brainstorm and identify the most likely root causes:

<https://www.linkedin.com/learning/operational-excellence-work-out-and-kaizen-facilitator/root-cause-analysis-work-out>

If you already know the root causes, and you want to brainstorm, prioritize, and select solutions:

<https://www.linkedin.com/learning/operational-excellence-work-out-and-kaizen-facilitator/solutions-work-out>

If you need to determine what process metrics are the right ones to use for your process:

<https://www.linkedin.com/learning/operational-excellence-work-out-and-kaizen-facilitator/process-metrics-and-control-work-out>