



Performance Improvement Strategies

Using Lean, Six Sigma and Reengineering to Improve Business Results

Think about it, all performance improvement methodologies (PDCA, Six Sigma, TQM, reengineering, etc.) have four elements in common: Customer value, process maps and measures, root cause analysis and improvement strategies. The tools and other techniques taught in this seminar will enable you to use the right data and right tools to craft the right solution to improve performance.

What You Will Learn

- Evaluate which “tools” should be in your process improvement toolbox
- Measure and analyze process performance
- Recognize trends in performance
- Identify the factors that limit quality, slow service time and increase costs (Lean)
- Understand variability and how it drives your improvement tactics (Six Sigma)
- Evaluate and apply process improvement alternatives
- Develop results-oriented solutions that will yield improved business results

Seminar Outline

- 1. Approaches to Process Improvement**
 - a. The sea of methodologies
 - b. Determining best fit
- 2. The Customer First**
 - a. Who are your key customers?
 - b. How my customers measure “quality”
- 3. Lean: Focus on Customer Value**
 - a. Eliminating non-value-added activities
 - b. Reducing service/cycle time
- 4. Six Sigma: Optimizing Performance**
 - a. Understanding variation
 - i. Histograms and process distribution
 - b. Managing variation
 - i. Control Chart
 - c. Root cause analysis
 - i. Fishbone Diagram
- 5. Your Improvement Strategy**
 - a. Improvement alternatives
 - i. Evaluating reengineering vs. improvement
 - b. Prioritizing opportunities
 - c. Kaizen events vs. DMAIC projects

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