

## **MBB B9 Six Sigma Process Design**

### **Who Should Attend:**

- Managers and analysts who are engaged in process design and redesign
- Mentors of Black Belts and Green Belts

### **Key Topics:**

Six Sigma Overview, Understanding Customer Value (Voice of the Customer): Gathering customer Needs, Survey design, execution and analysis, KJ analysis, Quality Function Deployment, Process key characteristics, Definition of process metrics, Process mapping techniques, Process redesign, Concept generation, Process functional analysis, Pugh concept evaluation, Failure Modes and Effects Analysis, Basic process statistics, Basic process controls, Process capability, Effective project planning , Initial control plan, and Resistance to change

### **Benefits:**

- Overview of Six Sigma
- Appreciation of how process design fits into the Process Improvement Methodology™
- Understanding of ways to identify and analyze customer needs and incorporate them into new processes
- Familiarity with methods for using data in process design
- Awareness of methods for controlling a new process

### **Prerequisites:**

- Six Sigma training at the Black Belt level or equivalent