

Transactional Lean Six Sigma

Duration:

- 4 Weeks Training

Who should Attend:

Dedicated process improvement staff who are seen as future business leaders

Black Belt Key Topics:

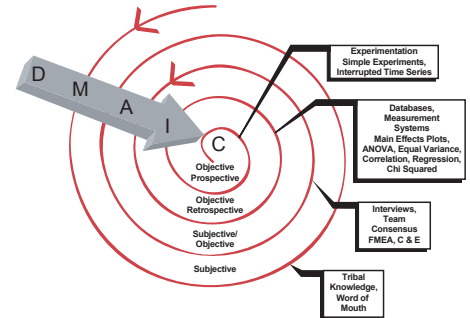
- DMAIC Lean Six Sigma process improvement roadmap
- Transactional Process Dynamics
- Transactional Process Tools
- Six Sigma Process Design

Benefits:

- Deliver projects with clear \$\$\$ benefits to the company
- Identify key Processes, Customers and Metrics
- Spread Process Improvement Methodology and tools throughout the company
- Establish a value-focused approach to work and problem solving
- Enable your improvement experts to create or redesign new processes

An Approach Matched to the Needs of Transactional Projects

Areas like project definition, mapping, and measurement systems exist differently in Transactional environments. Recognizing that the language and needs of Transactional student's are different, SBTI's curriculum targets these areas with different approaches and tools that accelerate project progress. With the appropriate tools, and a practical understanding of how to apply them, Transactional students immediately apply what is learned to a real world project that benefits your company.



- Finance
- Legal
- Shared Services
- Human Resources
- Customer Service
- Information Technology
- Administration
- Sales
- Marketing

Significant Results from your People and your Business

Transactional Lean Six Sigma came from the desire to take process improvement concepts and tools and apply methods to the back office operations that account for as much as 40% of a company's cost.

Week 1

Define & Measure

Course work Includes:

- Six Sigma and Lean Methodology including Roles and Responsibilities
- Top Down Project Selection
- Survey and Interview Techniques
- Project Management
- Team Organization & Development
- Process Basics
- Transactional Process Mapping

PROJECT: Opportunity identification, selection and prioritization methods are taught. Belt project improvement opportunities are verified for scope and value. Project timelines, roles and goals are established.

Week 2

Analyze & Improve

Course work Includes:

- Cause and Effect Analysis
- Failure Modes and Effects Analysis
- Measurement System Development and Analysis
- Statistical Software & Basic Statistics
- Hypothesis Testing & Regression Analysis
- Multi-Vari Analysis
- Lean Analysis Techniques

PROJECT: Critical to quality factors are identified and measured. Primary defect data is identified. Potential causes of defects are screened for effect and value. Statistical analysis verifies process parameters that negatively impact current performance.

Week 3

Improve & Control

Course work Includes:

- Transactional Process Improvement Techniques
- Design of Experiments for Transactional Processes
- Cost/Benefit Analysis
- Quality System Design and Monitoring
- Improvement Implementation
- Transactional Control Planning

PROJECT: Transactionally focused improvement and control techniques are taught. The focused combination of Lean and Six Sigma tools linked to a step by step roadmap ensures belts will know when and where to use what tools.

Week 4

Process Design

Course work Includes:

- Voice of the Customer
- KJ Analysis
- Transactional Process Analysis
- Transactional Process Simulation
- Lean Six Sigma Process Control

PROJECT: When existing processes are incapable or new processes need to be built, Transactional Lean Six Sigma belts will have a roadmap for ROBUST process creation.

Beyond the financial benefits, SBTI's value focused approach to problem solving teaches team leaders and organizations how to evaluate work and problems from a value-added perspective. When combined with the powerful breakthrough roadmap and improvement tools, your people will know everything they need to succeed in their project.

SBTI also Offers Transactional Green Belt!