

Introduction to Lean-Sigma.

*A training workshop
to explore "Lean
Sigma"*

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- TRAINING AND
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Two Day Course.

Lean-Sigma is a package of techniques, tools and approaches used in many organisations to improve business processes and the customer experience. The process improvement "tool box" has been enriched recently by combining two methods: six-sigma and lean thinking.

Six-Sigma, which originated in Motorola and GE during the nineties, gave focus on error and variation reduction within process performance. Lean thinking is an older business philosophy originating in Japan, more concerned with waste reduction and the flow of work. The recent movement away from the somewhat rigid approach employed in Six-Sigma and the amalgamation with "lean" has resulted in a highly pragmatic and cost effective business improvement approach through which organisations are achieving substantial savings.

This course seeks to introduce the main concepts of Lean-Sigma process improvement and to give a good grounding in applying some of the techniques within the delegates' own enterprises.

The course is excellent for those new to the methodology and serves as a starting block for individuals embarking on "Green Belt" certification to be supplemented by further study and evidence of actual project delivery as Lean Sigma practitioners.

The event is also intended for managers who require awareness of the techniques to enable them to support a business process review within their department and should be seen as an event to obtain a "Yellow Belt"



Content Overview.

- Explores the origins of Lean Thinking in post war Japan and how it has transformed manufacturing from mass production to lean production.
- With reference to Womack & Jones's "Lean thinking" the five principles of Lean are explored with examples and delegate reflection.
- Issues surrounding the definition of Value in supply chains are discussed.
- Describes the Seven Wastes of Lean using the mnemonic "TIM WOOD" and suggests some further key wastes with relevance to service industries.
- Addresses the application of lean to services and explores the term *transactional lean-sigma*.
- Covers some basic statistical techniques that form the basis of Six Sigma.
- Explores the origin and meaning of "Sigma" and explains why reduction in variation in process performance is key in improving the customer experience.
- Looks at the Six-Sigma "DMAIC" improvement methodology.
- Evaluates how Six Sigma is different from Lean and explains some inherent conflicts and organisational issues with Six Sigma, and how the two can be combined successfully.

On Completing the course the delegates will:

- Understand the principles of lean-sigma and how organisations use the methodologies to generate significant savings and enhance the experience of their customers.
- Have learned enough to be considered a "Yellow Belt" giving them a basis for either being a project sponsor or moving on to become a practitioner in Lean-Sigma.

- Be aware of how the DMAIC method works and be ready to be led by a "Black Belt" to deliver process improvement.
- Learn enough to understand the Lean Sigma language and to de-mystify some of the jargon and terms used in this sphere.
- Be aware of how Lean Kaizen events can be developed and utilised to improve departmental and process improvement.
- Delegates will be made aware of further reading and study aids to enable them to explore the subject in greater depth.
- Delegates will be given the option of taking a small test to satisfy the trainer that the candidate has understood the course content and a certificate will be issued after the event to show evidence of achieving that standard.

Who Should Attend:

Potential sponsors of change or managers of departments and who want to develop an understanding of what Lean Sigma is all about.

People who need a good grounding to kick-start their leaning and those wishing to develop further in becoming a project leader or mentor (Green & Black Belt) .

Excellent for managers or supervisors of operational teams who want to explore techniques to increase the productivity of their function.

What This Course Is Not About:

This is not an advanced statistical course or a definitive practitioner's course in Lean Sigma. The course assumes little or no prior knowledge and is positioned only as an introduction.

Expectations of Delegates:

Delegates will be expected to get involved and contribute to group exercises and discussion.



Course Leader Profile.

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David Winders has been involved in business design and process improvement since the mid nineties. With a background in sales & marketing in asset finance with Barclays Bank Group, where he specialised in finance training for equipment manufacturers, he then led the euro programme for Barclays Mercantile and was work-stream lead on a major business

transformation before joining Centrica Shared Services as business design manager, a position which he held for 3 years until the sale of the Automobile Association in 2004.

At Centrica David was involved in the implementation of FSA regulation for the AA's general insurance business as well as undertaking Six Sigma Black Belt Training.

More recently David has provided process improvement to a variety of clients and carried out assignments with AXA Life, Skandia, Bank of Ireland Business Finance and Iveco Finance.

He also writes as a contributing editor for leasing world specialising in change management articles.

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