

Course code: Q1009

SIX SIGMA

INTRODUCTION

Six Sigma is a practical strategy designed to enhance the quality of work in a business. It provides organizations with a structured approach to problem-solving and continuous improvement, leading to enhanced customer satisfaction and reduced operational costs. This course helps aspiring participants to understand how improvement helps to continually improve organisational management system using its best practice. Participants learn the details of each clause of the standard requirement to be able to apply within their organization.

OBJECTIVE

- To describe the concept overview of quality improvement.
- To provide knowledge on management system and describe how Six Sigma is applied.
- To explain the importance of customer-related in the improvement by using Six Sigma concept.
- To build awareness and encourage continual improvement within organization.

CONTENT

• **Session 1: Introduction**

Describe the Six Sigma philosophies and principles including supporting systems and tools. Provide understanding of the elements of waste, PDCA(Plan-Do-Check-Act) cycle.

• **Session 2: Terms and Definitions**

Describe relevant terms and definitions that normally use improvement in the quality and related fields.

• **Session 3: Statistical control and DMAIC concept**

Describe how to plan and implement a Six Sigma project with a simple sequence of steps. Provide understanding of various problem-solving skills, along with a clear understanding of DMAIC (Define, Measure, Analyze, Improve and Control) model...

• **Session 4: Six Sigma for continual improvement**

Describe systematic process and provide understanding of six sigma for continual improvement and sustainability. Steps to implement the improvement project.

• **Session 5: Conclusion**

Conclude and explain step to implement.

Exercise workshop will also be delivered in each key sessions

PREREQUISITES

Basic knowledge in management system is optional. Experience in any industry will be more benefit.



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