

Course code: Q1010

# SIX SIGMA TOOLS

# 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 tools help to continually improve organizational management systems using their 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 risk-based thinking.
- To provide knowledge on management systems and describe how Risk-Based Thinking 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

Provide understanding of the elements of PDCA(Plan-Do-Check-Act) cycle and quality improvement concept.

### • Session 2: Terms and Definitions

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

### • Session 3: Statistical control

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 statistical tools.

### • Session 4: DMAIC in Six Sigma for continual improvement

DMAIC stands for Define, Measure, Analyze, Improve, and Control. It's a structured, data-driven approach to problem-solving that is used countless to drive significant improvements across various industries. Describe systematic DMAIC process and provide understanding of six sigma for continual improvement and sustainability. Steps to implement the improvement project.

### • Session 5: Conclusion

Conclude and explain steps to implement.

\*Exercise workshop will also be delivered in each key sessions\*

## PREREQUISITES

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



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