



Quality-One International

Six Sigma Overview Course Outline

- Introduction to Six Sigma
 - Implementation and Deployment
 - Legacy Quality Improvement Processes
 - What Makes a Good Six Sigma Project
 - Six Sigma Teams
 - Cost of Quality
 - Project Management
- Define
 - Project Charter
 - Quality Audits
 - Benchmarking
 - Process Mapping
 - Value Stream Mapping
 - Lean Concepts
 - Voice of the Customer (VOC) / Voice of the Business (VOB)
- Measure
 - Descriptive Statistics
 - Measurement System Analysis (MSA)
 - Calibration
 - Gage R&R
 - Data Collection
 - Quality Tools (7 legacy)
 - Probability
 - Process Capability
- Analyze
 - Hypothesis Testing
 - Probability Distributions (selective)
 - Introduction to Analysis of Variance (ANOVA)



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- Correlation and Regression
- Improve
 - Design of Experiments (DOE)
 - Taguchi Loss Function
 - Robustness Tools
 - Quality Function Deployment (QFD)
 - Failure Mode & Effects Analysis (FMEA)
 - Decision Making (Pugh)
 - Error / Mistake Proofing
- Control
 - Control Planning
 - Work Instructions
 - Statistical Process Control (SPC)