

Supervisors And Managers

Lean Process And Six Sigma Course Outline:

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Understanding Lean

- About Six Sigma
- About Lean
- History behind Lean
- Toyota Production Systems
- The Toyota Precepts

Module Three: Liker's Toyota Way

- Philosophy
- Process
- People and Partners
- Problem Solving

Module Four: The TPS House

- The Goals of TPS
- The First Pillar: Just In Time (JIT)
- The Second Pillar: Jidoka (Error-Free Production)
- Kaizen (Continuous improvement)
- The Foundation of the House

Module Five: The Five Principles of Lean Business

- Value
- Value Stream
- Flow
- Pull
- Seek Perfection

Module Six: The First Improvement Concept (Value)

- Basic Characteristics
- Satisfiers
- Delighters
- Applying the Kano Model

Module Seven: The Second Improvement Concept (Waste)

- Muda
- Mura
- Muri
- The New Wastes

Module Eight: The Third Improvement Concept (Variation)

- Common Cause
- Special Cause
- Tampering
- Structural

**Module Nine: The Fourth Improvement Concept
(Complexity)**

- What is complexity?
- What causes complexity?
- How to Simplify?

**Module Ten: The Fifth Improvement Concept
(Continuous improvement)**

- The PDSA Cycle (Plan, Do, Study, Act)
- The DMAIC Method

Module Eleven: The Improvement Toolkit

- Gemba
- Genchi Genbutsu
- Womack's Principle
- Kaizen
- A Roadmap for implementation

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations