

Managing Improvement using Lean and Six Sigma

Managing improvement using Lean and Six Sigma – a two-day course

A key element of success in any improvement programme is the commitment of and understanding by managers. Managers need to understand the vital role they play in supporting and driving change activity through projects and the day-to-day engagement of their team.

Managers play a very important role in ensuring that the culture of continuous improvement is embedded in their teams. 'Culture' is witnessed as behaviours exhibited by the members of the group. Managers will directly influence these behaviours by their own behaviour (consciously or unconsciously) and must therefore consider themselves as role models, from which others will take example.

This two-day course complements the Lean Green Belt training for practitioners – see also *Making Improvements using Lean and Six Sigma*.

Designed for:

This course enables the participants to play the vital supporting role for improvement project teams. These include:

- Senior managers – *they need to support the roll-out of process improvement*
- Team managers – *they need to provide the project team members with resources*
- Project sponsors – *typically senior managers invited to oversee project progress*
- Process owners – *who have a requirement to improve their service provision and performance*



“The other members of the team were grateful to John for volunteering to run the project”

Course objectives:

The purpose of the managers' course is to enable the attendees to:

- Be able to generate and manage improvement projects
- Oversee the steps in each of the (R)DMAIC(T)* project phases and appreciate the rigorous methodology that is applied through the phases
- Launch and maintain an improvement programme in their part of the organisation
- Carry out the role and the responsibilities of a project sponsor
- Support the development of their teams' process improvement skills
- Begin the process of improvement project ownership (the sponsor's role)
- Understand the Lean and Six Sigma methodologies in the context of the organisation
- Focus on the Voice of the Customer as the measure of success of improvement activity
- Understand the key concepts of Lean and Six Sigma process improvement through waste elimination and variation reduction
- Manage the project 'hoppers' in a governance framework
- Be able to measure process capability (to meet customer requirements)
- Actively communicate and support improvement in the organisation

**(R)DMAIC(T) - a structured improvement methodology:*

Recognise – Define – Measure – Analyse – Improve – Control – Transfer

Key deliverables:

The course enables managers to fulfil their role as champions of process improvement in their service areas. Delegates will gain a basic understanding of the (R)DMAIC(T)* methodology to improve (internal and external) customer satisfaction and process performance through waste removal and variation reduction. They will understand how to support their team doing improvement projects (see separate training programme for Lean Green Belts – *Making Improvements through Lean and Six Sigma*).

The course is highly interactive, incorporating exercises and syndicate work.

If attended by a whole management team, dates can be chosen to suit. The two days can be delivered consecutively or in two separate weeks.

TIME TO MAKE THOSE HEADACHES GO AWAY...

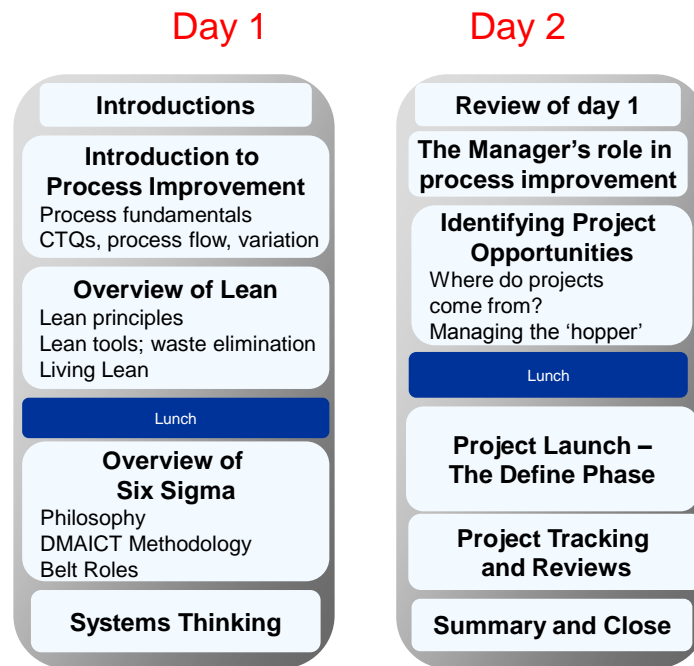


".. bump, bump, bump, on the back of his head. It is, as far as he knows, the only way of coming downstairs.

But sometimes he feels that there really is another way, if only he could stop bumping for a moment and think of it."

Winnie the Pooh – A.A. Milne

Course Content:



See also:

'BHW(2): Lean Green Belt Module 1 – 'Making Improvements using Lean and Six Sigma' – a five-day Lean practitioner course.

'BHW(3): Lean Green Belt Module 2 – 'Advanced Green Belt' – a five-day Six Sigma practitioner course.

Course deliverers:

This course is managed and delivered by the Burge Hughes Walsh Partnership.

The Burge Hughes Walsh Partnership (BHW) offers training and consultancy in the field of process and operations management improvement. Clients have included The Office for National Statistics, The General Register Office, Companies House, Network Rail and various local councils. In the private sector, client companies include BAE Systems, AgCo, Rolls-Royce, Lisi-aerospace and many others.

BHW's portfolio includes Lean process improvement, Six Sigma, systems design, benchmarking and the use of the Business Excellence Model. 'Soft' skills training and personal development includes team-building, facilitation skills, communication skills, leadership and self-directed team development.

For more information on the Burge Hughes Walsh Partnership, follow the link: www.burgehugheswalsh.co.uk .