

QAI's Six Sigma Programs

LEAN INNOVATION SIX SIGMA GREEN BELT LISS - GB



Duration: 4 DAYS (28 PDUs)

In recent times many organizations have successfully used the cutting edge advantage of Innovation to come up with "Out of the Box" ideas that have radically improved processes. Keeping in view the changing industry requirements and trends, QAI has introduced the Lean Innovation Six Sigma. Lean Six Sigma is a methodology that maximizes shareholder value by achieving the fastest rate of improvement in customer satisfaction, cost, quality, process speed and invested capital. It is no longer restricted to the methodology that uses the traditional DMAIC framework.

The fusion of lean and Six Sigma is required because Lean cannot bring a process in statistical control and Six Sigma alone cannot dramatically improve the process speed or reduce capital. QAI's Six Sigma implementation has been designed and delivered by professionals who have extensive understanding of industry best practices as well as functional expertise on Six Sigma tools, techniques and project management.

WORKSHOP OBJECTIVE and KEY DELIVERABLES

- Identification of projects from key business areas/imperatives
- Applying Six Sigma tools and the DMAIC methodology to bring about improvements in business processes such as transaction monitoring, staffing and scheduling
- Focusing on areas where Six Sigma tools have yielded the greatest benefit to practitioners
- Pitfalls in Six Sigma implementation and how to avoid them

WHO SHOULD ATTEND

- Operations Managers, Supervisors, Team Leads and High Potential Agents.
- Designers and managers of Green Belt projects.

USP's of QAI Program

- Integration with Lean and Innovation
- Improvement journey is equally applicable for Service / BFSI / BPO / IT IS / KPO/ Manufacturing / Healthcare / Pharma sectors
- Faculties are consultants in leading organizations from relevant areas with over 15 years of experience.
- Program is widely recognized by industry experts
- Recognized by PMI for 28 PDUs
- Project support by experts over a period of 6 months post training
- Case studies and caselets are provided and worked upon during the program, thus giving hands on practice
- A variety of articles and templates are shared
- Participants are expected to complete one GB project after the training. If participants find it difficult to get a project, detailed case studies will have to be completed by the participants within a period of 4 months after the training

ABOUT QAI

QAI is a leading global consulting and workforce development organization helping organization achieve "Operational Excellence" in knowledge intensive service organizations.

QGI is the workforce development division of QAI and engages with individuals inside organizations and with professional communities. The Institute, through learning design, training delivery, competency assessments, development and certifications enables career growth and equips individuals to help realize organizational goals.



30+ Years of Thought Leadership

WORKSHOP METHODOLOGY

The workshop shall be conducted by professional trainers through classroom lectures, supplemented by case studies, group exercises followed by post assessment test qualifying the participant for 28 PMI PDUs. Participants will also gain practical deployment knowledge for Lean and Innovation.

Phases	Modules	Description
Introduction	Module 1	<ul style="list-style-type: none"> Six Sigma Overview , Origin and Application
Define	Module 2	<ul style="list-style-type: none"> Voice of Customer Project Charter and Plan Section 6: SIPOC or COPIS or POCIS
Lean And Innovation	Module 3	<ul style="list-style-type: none"> What is Lean? Why Implement Lean? Understand the Lean Concepts Overview of TRIZ Approach
Measure Phase	Module 4	<ul style="list-style-type: none"> The Need for Data Failure Modes and Effect Analysis (FMEA) Measurement System Analysis Sampling
Analyze Phase	Module 5	<ul style="list-style-type: none"> Data Analysis Voice of the Process Hypothesis Testing- t Test, Chi Square test, Anova
Improve and Control Phase	Module 6	<ul style="list-style-type: none"> Control-Impact Matrix Piloting the Solution Control Phase Steps Project closure

BUSINESS BENEFITS

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| <ul style="list-style-type: none"> Workforce productivity improved by 20% for an Insurance company Overall cost of the program reduced by 15% for an Application Management Company Customer Satisfaction Improved by 10% for a Top 5 Telecom player Reduction of errors and rework by 20% Reduction of manufacturing lead time from 14 days to 2 days Self assessment of current competence level can be undertaken prior to the training program. | <ul style="list-style-type: none"> Participants will gain knowledge about using Minitab Statistical software for analysis of data. Completion of the training and the post assessment test will qualify the participant for 28 PMI PDUs. Can become a certified Lean Six Sigma professional after completion of project in the respective organization. Project guidance is provided by trainers who consult organizations for Six Sigma deployment. Participants will gain practical deployment knowledge for Lean as well as Innovation |
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Contact Details

Register now at www.qaiglobal.com or request a call back at 1800-3000-9111

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