



Quality Management & Operational Excellence

Lean Six Sigma

Course Introduction

This training program is designed to provide participants with knowledge of the Six Sigma principles, methodologies, and tools.

This five-day training program will also prepare all participants to understand and use basic measuring tools to gather accurate data.

Additionally, they will navigate the problem-solving and process improvement processes in theoretical and practical Six Sigma work, to move forward fully informed and use knowledge to make the best decisions.

Target Audience

- Practitioners in quality and audits
- Senior members and managers of organisations who need to understand the significance of training employees on quality management

Learning Objectives

- Define and understand quality concepts and their evolution
- Identify why Six Sigma is important for organizations Improvement.
- Understand and apply the Six Sigma methodologies and tools to improve projects.
- Understand what process improvement tools are available to eliminate waste and drive customer value.
- Identify the Six Sigma roles in customer service, measurement, analysis and problem control processes.

Course Outline

• 01 DAY ONE

Introduction

- Introduction to Quality.
- High Performance Standards.
- What is Lean Six Sigma?
- Importance of Lean Six Sigma.
- Differences between Six Sigma levels “Belts” (Yellow, Green and Black).
- How to Calculate Sigma level?
- DNA of a Champion.
- Organizing for Success.
- Working Relationships.
- Workshop.

Fundamentals of Six Sigma Tools:

• DMAIC.

- The 5s System.
- Value Stream Mapping.
- Regression Analysis.
- Pareto Chart.
- Kaizen.
- Fishbone Diagram.
- Mistake Proofing.
- Load balancing.
- CTQC Tree Diagram.

• 02 DAY TWO

Measuring Performance Tools:

- Trend Chart.
- Lean Six Sigma Conversion Table.
- Histogram.

- Statistical Process Control (SPC)
- Quantifying Process Variability
- X and Moving Range Charts - Toolset
- Pareto Chart Toolset

Lean Six Sigma and Problem solving:

- Cause & Effect Diagram Toolset.
- The 5-Whys, 1-How.
- Scatter Plot Toolset.
- Control Charts
- FMEA Toolset.
- Brainstorming.
- Prioritizing and Selecting a Solution.
- Implementing the solution.

• 03 DAY THREE

Lean Six Sigma and customer service:

- How Six Sigma improve Customer satisfaction?
- What are sigma performance levels?
- The Kano model and quality function deployment

Improve Lean Six Sigma project:

- Tips and Tricks of a successful Six Sigma project.
- Roles of managers and employees.
- Common Mistakes of Six Sigma Deployment And Ways Of Avoiding Them.
- Practical Application “Workshop”

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
April 21, 2025	April 23, 2025	3 days	3250.00 \$	UAE - Abu Dhabi
Aug. 18, 2025	Aug. 20, 2025	3 days	3250.00 \$	UAE - Dubai

FROM	TO	DURATION	FEES	LOCATION
Dec. 29, 2025	Dec. 31, 2025	3 days	3250.00 \$	UAE - Dubai
June 16, 2025	June 18, 2025	3 days	3250.00 \$	UAE - Dubai