

Six Sigma for Services

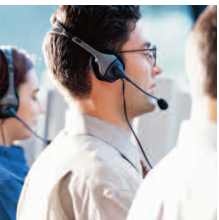
Performance Improvement Solutions



Six Sigma Qualtec



In today's services environment, you must find new ways to satisfy customer expectations while achieving profitable growth. Services industries like financial institution, telecom, and energy transmission all require increasingly powerful means to achieve the breakthrough performance improvement that makes service businesses competitive and profitable. Six Sigma for Services, the first Six Sigma training program designed specifically for professional services providers, can help.



Enabling Continuous Business Benefits

Using specially designed tools based on Six Sigma methodology, Six Sigma Qualtec has developed a proven program that prepares your managers to measure, analyze and improve your work processes and the relevant 'human factors' to maximize productivity and efficiency. With Six Sigma for Services training and tools deployed in your organization, you can achieve powerful operational improvements that produce sustainable business benefits.

Choosing the Right Six Sigma Partner

Six Sigma Qualtec pioneered the development of the Six Sigma for Services Companies concept and has been building ground floor process improvement and Six Sigma at world-class companies for more than 30 years. Using a powerful knowledge transfer model, we provide a rigorous, straightforward deployment of training and tools to fully equip your people to achieve and sustain improvements to your business long after training is completed. And our experienced Six Sigma professionals stand ready to offer their expert assistance – whenever and wherever you need it.

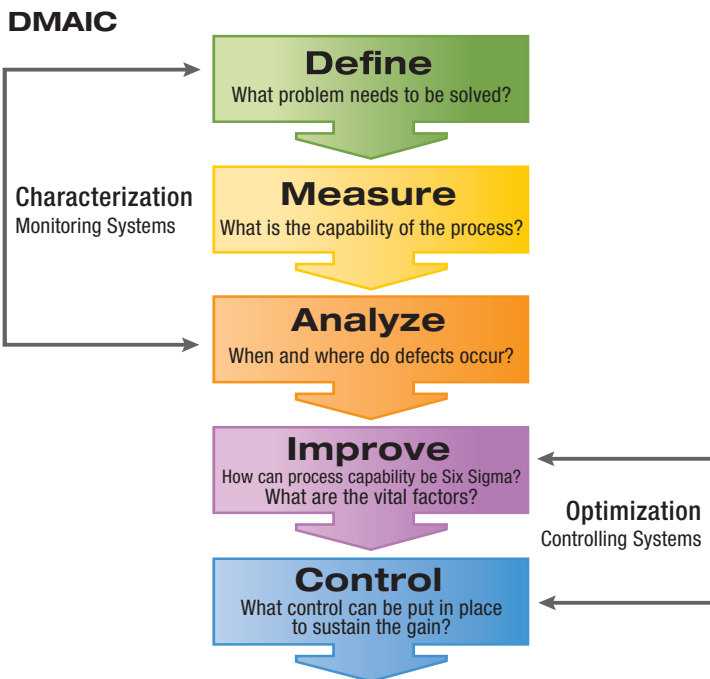
Business Benefits

- Reduce process cycle time and accelerate your response to customers
- Standardize practices and minimize errors, increasing customer satisfaction
- Understand customer needs to grow your customer base profitably
- Reduce operational costs and enhance your bottom line
- Create a culture of continuous improvement by establishing a renewable competitive advantage
- Acquire new competencies when you add skillset training for your black belts with a heavy emphasis on cycle time reduction and extensive process management techniques.



Creating Leading Change Agents

In the long-established parlance of Six Sigma, the chief change agents in your organization become “Black Belts.” Six Sigma for Services Companies Black Belt Training consists of comprehensive grounding in the five crucial phases of Six Sigma methodology – Define, Measure, Analyze, Improve, Control (DMAIC). Black Belts acquire the ability to focus rigorous, data-driven analysis and process management on your critical processes. In addition, a sophisticated Simulation Modeling Tool allows Black Belts to test organizational changes before implementing them, keeping your employees ‘online’ and productive during Six Sigma analysis and process re-design.



Fully Deploying Six Sigma for Services

While the Black Belt is the change agent leading Six Sigma projects, successful deployments include proper training and preparation of other crucial workforce populations. Qualtec stands alone in our capability to make your company “Six Sigma Ready.” We offer a complete, integrated array of certification and training programs, including:

Initialization

Top-level executives and functional leaders establish accountabilities, expectations and ultimate goals. Heads of HR, Finance, Operations and other executive managers participate in this executive overview in preparation for deployment.

Services Champion

The executive leadership responsible for Six Sigma must ensure that the deployment is aligned with the business’ strategic goals. The Champion must select projects aimed at carefully defined targets, then support and guide these efforts to successful implementation.

Services Green Belt

Functional managers require their own set of tools to implement process management in the day-to-day work setting. Green Belts must continually monitor and adjust throughput for maximum efficiency, and they are specifically prepared to address local, function-specific process issues.

Services Yellow Belt

The Yellow Belt is an individual worker who is prepared to identify problems in the work processes under their immediate control. These individuals have a working familiarity with Six Sigma tools and methods, and they provide the “hands on” implementation of solutions developed by Black Belts and Green Belts.