



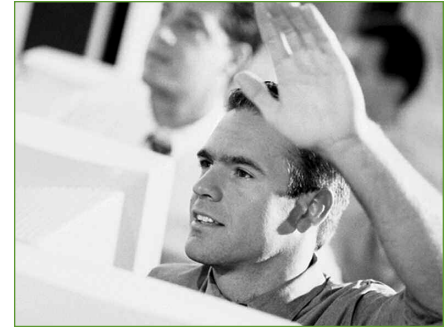
The Advantages of Skill Set Training

Service businesses and transactional functions within manufacturing operations face unique challenges. In these environments, breakthrough performance improvements require expanded approaches beyond traditional Six Sigma training. Six Sigma Qualtec has developed a propriety program for current Black Belts who need the additional tools and skills to properly Define, Measure, Analyze, Improve and Control in transactional and services processes. This program guides participants to effectively focus the DMAIC methodology on the critical elements of cycle time, process management and decision-making in transactional and service processes.

The Program

Transactional and Services Skill Set Training is limited to certified black belts and consists of 5 days course of classroom training. The course is devoted to “real-world” project-driven application in the workplace. Graduates will return to their companies with focused, new problem solving approaches for implementing improvements that drive business results.

Effectively using cycle time, money and “counts” as the key points of measurement in transactional and service processes, they will learn to build better metrics, apply non-parametric tests, identify where non-normal distributions are most appropriate, and be able to manage the risk inherent in the long change cycles associated with with these types of improvements. Process simulations are presented as effective tools for process understanding, to improve project selection and risk management. This new approach to measuring and analyzing leads Black Belts to better decisions and sustained solutions.



COURSE COMPONENTS

Every element of this learning experience is deployed in a progressive flow providing participants with optimal knowledge transfer. Graduates leave with the hard and soft skills, tools and knowledge to drive business results and sustained gains on chronic issues.

- **Critical Success Factors**
- **Project Scoping and Definition**
- **Advanced Process Mapping**
- **Metrics**
- **Decision System Analysis**
- **Process Capability with both Attribute and Continuous Data**
- **Working with Non-Parametric and Non-Normal Data**
- **Change Management**
- **Team Leadership**
- **Introduction to Process Management and Lean**