







Time	Monday	Tuesday	Wednesday	Thursday	Friday
09:00 - 10:00	Introduction and expectations of the participants Introduction to the Six Sigma concept	Recap of the first day and clarification of essential basics	Recap of the Define and Measure phase and clarification of essential basics	Recap of the DMAIC cycle	Recap of DMAIC with procedures and tools and of the ProcessSIM® business game
Feedback					
10.00 - 12.00	Fundamental terms in the Six Sigma context Description of the Six Sigma levels: Leadership, Project Management, Toolbox, Statistics	D-M-A-I-C 2 Measure-Phase Swim-Lane, Value Stream Mapping, Makigami - What does process management look like in companies? What are levels?	D-M-A-I-C 4 Improve-Phase Design implementation and training plan, implement and follow up 5S in companies  Interaction: 5 Why	 Interaction: ProcessSIM Part 1 Business game as a project replacement. Real business case. 1 month project is simulated in 1 hour real time.	Fundamentals of Statistics Statistical process capability, interpretation of process capability indices
12.00 - 13.00	Lunch	Lunch	Lunch	Lunch	Lunch
13.00 - 14.30	Process D-M-A-I-C Roles in Six Sigma projects Understanding the project management dimensions of Six Sigma, link to business and operational excellence functions.  Interaction: SIPOC	D-M-A-I-C 3 Analyze-Phase with procedures and tools in detail Analyze cause-and-effect relationships Risk analysis FMEA, Ishikawa, SWOT  Interaction: Makigami	D-M-A-I-C 5 Control phase with process and tools in detail Graphical data analysis (time series plots, Pareto, histogram, scatter plot, spaghetti diagram) Process control charts and standard procedures, go-live support	SSCD: ProcessSIM® Part 2 Business game as a project replacement. Real business case. 1 month project is simulated on 1 hour real time.	Fundamentals of Statistics Discrete and continuous distributions (Poisson & hypergeometric, binomial and normal distribution, etc.)  Interaction: Example
Feedback					
14.30 - 16:30	D-M-A-I-C 1 Define phase with process and tools in detail, Project Charter, VOC, Problem & Target Definition, Project Management, cost-benefit analysis	D-M-A-I-C 3 Analyze-Phase Risk analysis, FMEA, Ishikawa, 5x Why FMEA as risk analysis tool, SWOT  Interaction: Ishikawa	Introduction to basic statistical terms: Probability calculation, addition and multiplication theorem	Discussion of the results and discussion of the consultant's solution.	DfSS: Basic terms in the Design for Six Sigma context Exam 2 hours, 20 questions
16:30 - 17:00	Q&A Session – Summary & clarification of questions	Q&A Session – Summary & clarification of questions	Q&A Session – Summary & clarification of questions	Q&A Session – Summary & clarification of questions	Feedback & Completion