

# Open Source Six Sigma

## Lean Six Sigma Executive Introduction



MANUAL  
LSS EXECUTIVE SERIES

Third Edition



# LSS Executive Introduction

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Third Edition: Manual  
Based on Training Materials v3.5



OPEN SOURCE SIX SIGMA

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LSS Executive Series- LSS Executive Introduction Manual

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## Lean Six Sigma Course Manual

# Lean Six Sigma Executive Introduction

This course has been designed to acquaint you with the methodologies of Lean Six Sigma, describe what their application may do for your company and describe how such a program is undertaken and sustained. Your company is likely comprised of a number of highly competent, motivated people. These methodologies are intended to assist them in achieving the desired objectives.

The focus of a Lean Six Sigma program is “the process”. Business is conducted through a series of processes yielding what your customer desires. Lean Six Sigma provides a structured, repeatable approach to improving every process in your business.

Welcome to the Lean Six Sigma Executive Introduction course.

# Introduction

## Competition



**Serious Competition!**

Every morning in Africa a gazelle wakes up; it knows it must run faster than the fastest lion or it will not survive.

Every morning in Africa a lion wakes up; it knows it must outrun the slowest gazelle or it will starve.

**So it does not matter whether you are a lion or a gazelle: When the sun comes up, you had better be running!**



Whether you like it or not, competition is a fact. Historically, if you had an “ok” business, you were assured you would continue to stay in business.

Over the past twenty years this has changed significantly. Because of advances in communications, computing and transportation technologies the consumer has a wide variety of choices for their purchases. People and companies will always seek out the lowest price, highest quality and best customer relationship combinations that exist.

A company that understands the behavior of its processes is able to manage its processes better, manage the company better and therefore is more competitive. This is a fundamental fact many companies have known for years, yet it has only been over the past several years that they are starting to do something significant about it.

Whether you are a gazelle or a lion, you better be running as fast as you can if you want to survive in today's economy.

# Introduction

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## Course Overview

### Course Purpose

This course has been developed to create an awareness of the means of deploying and the impact of a Lean Six Sigma initiative as a Business Process Improvement program.

### Course Goal

The goal of this training is to:

- a) Increase your understanding of Lean Six Sigma techniques as business process improvement methodologies.
- b) Assist you in assessing the impact such as a program may have for your company.
- c) To gain an understanding of the role you, as management, must undertake to achieve the greatest level of business success.

### Personal Results

After successfully completing this course you will have enhanced your knowledge of process functionality, analytical skills, problem solving skills and methods for increasing the efficiency, effectiveness and adaptability of the organization you manage.

# Introduction

## Objectives for LSS Training Participants

1. **Obtain an understanding of a Lean Six Sigma program objectives**
  - Know and comprehend the impact the concepts can have on your business
  - Become familiar with the terminology
2. **Comprehend daily work as a process-oriented activity**
  - Understand process inputs and outputs
  - Understand process flow and know what determines value add vs. non-value add
3. **Understand how the processes you manage fit into the larger set of processes needed in delivering value to the customer**
  - Grasp the power of Process Mapping and characterization
  - Recognize significant outputs and quantify their level of performance to requirements
  - Identify inputs and their relationship to the significant outputs
  - Link key processes to the strategic objectives of the company
4. **Establish control mechanisms and monitoring processes to sustain an existing process and improvements you make.**
5. **Prepare to implement a Lean Six Sigma**
  - Determine the structure of such a program for your company
  - Learn to identify “projects”, prioritize them and link them to corporate strategy

Lean Six Sigma training classes are designed as an applied learning experience we sometimes refer to as “Train – Do”. Participants are taught how to identify and select a key process they are involved in and then how to fully characterize this process. They will find the characterization activity will naturally lead to improvement. In most cases the improvement results in increased performance of the process and their ease in performing or supporting the process. They will also learn how to maintain or sustain the performance of a process by either monitoring or applying specific control techniques. From there they will be well equipped to make improvements to almost any process.

## Defining Lean Six Sigma

### So, what is Lean Six Sigma?

***At a high level, Lean Six Sigma is an approach to improving the performance of your company through the practice of the disciplines of Lean and Six Sigma.***

#### **Lean:**

The application of principles whose objective is to eliminate WASTE while improving process flow to achieve speed and agility at lower cost.

#### **Six Sigma:**

The application of principles whose objective is eliminate DEFECTS and VARIATION. (We will see later why Variation is bad... very, very bad!)

These principles are applied through a system of **Process Management**.

**When combined and effectively applied, major improvements are achieved in business performance.**