

▶ DFSS for Transactional Environments

Foresee and eliminate potential defects before and during new process design.



Service businesses are a key driver of today's economy, making up almost 80 percent of the U.S. gross domestic product. Organic growth in this sector is largely dependent on the development of breakthrough services and value-added offerings. Yet sadly, fewer than 50 percent of service organizations employ a formal method of service or process development. This can lead to inefficient resource utilization, failed service launches and even dissatisfied customers. Design for Six Sigma (DFSS) is a powerful problem-solving methodology aimed at tackling this challenge.

Course Description

Transactional DFSS delivers a thorough education on the DMADV (Define-Measure-Analyze-Design-Verify) methodology and helps companies master a variety of techniques to better design processes in a transactional environment. Especially important is the "Design" phase of DMADV, where the class uses process modeling and simulation, queuing analysis and demand forecasting, followed by pilot studies. BMGI's DFSS training is built around the idea that "design" is a truly cross-functional undertaking, not simply the sole responsibility of the "process designer." While statistical design tools are an integral part of this course, the importance of VOC (Voice of the Customer), financial analysis and supplier selection are also emphasized. All of the topics covered are universally applicable to the design of operational, transactional and service processes.

Course Specifics

Who Should Attend/Prerequisites: Six Sigma Black Belts or Green Belts who have an understanding of both ANOVA and regression, and have completed at least one project.

Course Length: Five (5) consecutive days (36 hours of instruction).

Course Includes: Training manual, data files and DFSS templates.

Course Requirements: Participants need a laptop computer running Minitab.

CEUs: BMGI is authorized by IACET to offer 3.6 CEUs for this program.

Course Agenda

▶ Day One

- ❑ Why Design Projects Fail
- ❑ Manufacturing vs. Transactional Processes
- ❑ DFSS Defined
- ❑ DFSS vs. DMAIC
- ❑ Integrating DFSS with Existing Design Systems
- ❑ DMADV Methodology
- ❑ Project Risk Analysis
- ❑ Design Project Financial Analysis

▶ Day Two

- ❑ Capturing the Voice of the Customer (VOC)
- ❑ Translating the VOC into Design Requirements
- ❑ Quality Function Deployment (QFD)
- ❑ Pugh's Method for Concept Selection
- ❑ Design Scorecards

▶ Day Three

- ❑ Business Process Simulation Exercise
- ❑ Process Design Roadmap
- ❑ Process Flow Elements

▶ Day Four

- ❑ Predicting Output Variability
- ❑ Service Operation Statistics

▶ Day Five

- ❑ Designing Resource and Inventory Policies to Manage Flow Variability
- ❑ Designing Capacity Policies to Manage Flow Variability
- ❑ Lean Process Design

KEY LEARNING OUTCOMES

At the end of this class students will be able to:

- ❑ Use the DMADV methodology to complete DFSS projects.
- ❑ Discern between DMADV and DMAIC project opportunities.
- ❑ Complete a project financial analysis.
- ❑ Complete a project risk analysis.
- ❑ Analyze a QFD.
- ❑ Select concepts based on a Pugh Matrix.
- ❑ Complete a design scorecard.
- ❑ Describe the elements of a process and the transactional roadmap.
- ❑ Predict output variability using techniques such as Monte Carlo simulations.
- ❑ Predict service levels based on resource decisions.
- ❑ Define inventory policies based on desired service levels.



USA Headquarters
1-800-467-4462
+1 303-827-0010
MoreInfo@BMGI.com
www.BMGI.com