

## ▶ Transactional Design for Lean Six Sigma

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



In the world of service-based businesses, including health care and financial services, process design projects are frequently outsourced and often don't take into account inherent expertise in the organization. As a result, such organizations end up spending time and money fixing processes that were not designed with their best interests in mind.

BMGI's Transactional Design for Lean Six Sigma course offers an alternative: the ability for transactional businesses to research and develop effective and efficient processes on their own. By leveraging Lean principles, techniques for innovative problem-solving, and Design for Six Sigma (DFSS) tools, teams will be able to respond quickly to changing customer and organizational needs.

### Course Description

Transactional Design for Lean Six Sigma 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 concept selection are also emphasized. This class is a fundamental component of BMGI's comprehensive MBB Certification program and is highly recommended for MBB candidates.

The course includes an introduction to the DMADV (Define-Measure-Analyze-Design-Verify) methodology used by DFSS practitioners. In addition, students learn key Lean and innovation tools that aid in the design process. As a result, they are able to apply a variety of techniques to improve process design in their specific environments.

### Course Specifics

**Who Should Attend/Prerequisites:** Six Sigma Green Belts, Black Belts or MBBs, Lean project leaders. Participants must have a good understanding of statistics.

**Course Length:** 5 consecutive days.

**Course Requirements:** Participants need a laptop computer with Minitab and Microsoft Excel.

### Course Agenda

#### ▶ Day One

- ❑ DFSS Overview
- ❑ Process Design Methodology
- ❑ Project Risk Analysis
- ❑ Design Project Financial Analysis

#### ▶ Day Two

- ❑ Voice of the Customer (VOC)
- ❑ QFD
- ❑ Scorecards
- ❑ Generating Innovative Concepts

#### ▶ Day Three

- ❑ Concept Selection
- ❑ Lean Design Principles
- ❑ Process Design Overview

#### ▶ Day Four

- ❑ Flow
- ❑ Predicting Output Variables
- ❑ Service Operations

#### ▶ Day Five

- ❑ Piloting
- ❑ Synchronization & Lean
- ❑ Getting Started with DFSS

## KEY LEARNING OUTCOMES

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

- ❑ Use DMADV, Lean and Innovation methodologies to complete new product development projects.
- ❑ Discern between DMADV and DMAIC project opportunities.
- ❑ Complete a project financial analysis.
- ❑ Complete project risk analyses.
- ❑ 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.

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