

Executives Six Sigma Programme 2006/07

Prof. Dr.-habil. Elena A. Averboukh

Six Sigma Fellow Master Black Belt

2-days Introductory Workshop for Six Sigma Champions and Sponsors in Hospitality Sector

Purpose:

- Provide corporate and company leaders a solid basis to efficiently launch deployment of Six Sigma

Who is invited:

CEOs, managing directors, financial directors, Six Sigma Corporate Leaders, Quality Leaders, Six Sigma Champions, Six Sigma Sponsors, managers

Goals:

- Introduce basic Six Sigma strategy, methodology, concepts, approaches and tools
- Present overview of the state-of-the art Six Sigma deployments and best practices in diverse industrial sectors
- Review on main trends and lessons learned in Six Sigma deployments
- Facilitate Hands-On interactive discussion of best corporate and company specific concepts and approaches to implementing Six Sigma and to harmonising it with other corporate programmes and initiatives

Instructor: *Elena A. Averboukh*

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Programme:

Day 1

9:00 - 9:15 Introduction

9:15 - 10:45

- **Six Sigma Overview**
 - Six Sigma Strategy
 - Business Benefits
 - How to Introduce Six Sigma: generic vs. company specific deployments

10:45 -11:00 Break

11:00 -12.30

- **Six Sigma Roadmaps**
 - Six Sigma for Business Process- and Project Management (DMAIC)
 - Six Sigma for Product/Service/Process/ Design, -Development and – Management (Design for Six Sigma)
 - Six Sigma Methods and Tools

12:30 - 13:30 Lunch

13:30 - 15:00

- **Six Sigma Deployments**
 - Six Sigma Professionals: Competence, Certification and Career Development
 - Alternative Training Programmes
 - Six Sigma vs Management - Infrastructure
 - Six Sigma PR policy
- **Six Sigma Trends**
 - Lean Six Sigma
 - TRIZ Six Sigma
 - Top-line vs Bottom-Line Business Improvement

15:30 -17:00

- **Efficient Corporate vs. Single Company Six Sigma Deployments**
 - Critical Factors in Deploying Six Sigma
 - Cascading Training Programmes and Mentoring Network
 - GB, BB and MBB Certification, Roles and Career Development

17:00-17:30 Open Forum

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Day 2

9:00 – 9:15

- Summary

9:15 -10:45

- Six Sigma **Project Pipeline** Management
 - Balanced Score Card vs Business Case vs Six Sigma Project
 - Typical Six Sigma Projects (examples from different application fields and hospitality sector)
 - Return of Investment in Six Sigma

10:45- 11:00 Break

11:00-12:30

- **Corporate-specific** Project Pipeline (hands-on exercise)
 - Business Cases
 - Six Sigma Projects

12:30 - 13:30 Lunch

13:30-14:30

- Six Sigma **Projects Selection** (hands-on exercise)
- Six Sigma- vs. existing Management **Infrastructure**

14:30 – 14:45 Break

14:45 – 15:45

- Company specific Six Sigma deployments
- How to start: Plan of Actions

15:45 – 16:00 Break

16:00-17:00 Open Forum

Workshop registration deadlines:

- for registration (purchase order and signing contract) – **6 weeks before the workshop**
- for delivering company specific information - **6 weeks before the workshop**
- for payment registration fees - **4 weeks before the workshop**

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Organisers and Sponsors

Interdisciplinary Centre for Quality Life and Usability Studies



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