

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

Purpose:

- Provide corporate and company leaders a solid basis to efficiently launch deployment of Six Sigma in IT and software development industrial processes
- Applications: e-Business, corporate IT sectors, software development and maintenance, software evaluation and testing, software purchase etc.

Who is invited:

CEOs, managing directors, financial directors, Six Sigma Corporate Leaders, Quality Leaders, Six Sigma Champions, Six Sigma Sponsors, IT leaders and top-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
- Analyse Specifics of the Six Sigma Deployments in IT
- 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 in IT and to harmonising it with other corporate programmes and initiatives

Instructor: *Elena A. Averboukh*

Executives Six Sigma Programme 2006/07

Prof. Dr.-habil. Elena A. Averboukh

Six Sigma Fellow Master Black Belt

Programme:

Day 1

9:00 - 9:15 Introduction

9:15 - 10:45

- **Six Sigma Overview**
 - Six Sigma Strategy
 - Business Benefits
 - Six Sigma for IT and Software Development
 - 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 IT (DMAIC)
 - Six Sigma for Product/Service/Process/ Design, -Development and – Management (Design for Six Sigma)
 - IT Design for Six Sigma
 - Specifics of IT Deployments and Training Programme
 - 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
 - Harmonising Six Sigma Deployment with ongoing Initiatives (like Operational Excellence, Lean Manufacturing, TQM, Leadership Programms etc.)
- **Six Sigma Trends**
 - Lean Six Sigma
 - TRIZ Six Sigma
 - TRIZ Design for Six Sigma
 - TRIZ DMAIC/Business Process Management
 - TRIZ Process Design for Six Sigma
 - Six Sigma for IT
 - TRIZ Six Sigma for IT
 - Top-line vs Bottom-Line Business Improvement

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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

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
 - Six Sigma Project Scope
 - Typical Six Sigma Projects (examples from different application fields and hospitality sector)
 - Return of Investment in Six Sigma for IT

10:45- 11:00 Break

11:00-12:30

- **Corporate-specific Project Pipeline (hands-on exercise)**
 - Business Cases for Industrial Process Applications
 - Business Cases for Transactional processes
 - 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:

- for registration (purchase order and signing contract) – **6 weeks before the workshop**

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- for delivering company specific information (*for customising the workshop structure and materials- optional*) - **6 weeks before the workshop**
- for payment registration fees - **4 weeks before the workshop**

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Organisers and Sponsors

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