

# **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 Transactional and Service Applications**

### **Purpose:**

- Provide corporate and company leaders a solid basis to efficiently launch deployment of Six Sigma for improving bottom-line and capability of Transactional business processes and applications
- Applications: transactional and service companies or divisions, financial institutions, supply chains, market-chains, marketing and –sales, customer support and maintenance companies, call centres, health and insurance companies etc.

### **Who is invited:**

CEOs, managing directors, financial directors, Six Sigma Corporate Leaders, Quality Leaders, Six Sigma Champions, Six Sigma Sponsors, business development and core business processes managers, logistics-, purchasing-, sales-, marketing-, customer support-, maintenance- etc. leaders and -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 service and transactional sectors
- Analyse Specifics of the Six Sigma Deployments in Transactional
- 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 Transactional and Service Applications 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
  - Six Sigma for Core- and Support-Business Processes in Transactional
  - 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 Transactional and Service Applications(DMAIC)
  - Six Sigma for Product/Service/Process/ Design, -Development and – Management (Design for Six Sigma)
    - Business Process Design for Six Sigma
  - Specifics of 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 Transactional, TQM, Leadership Programs 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 in Transactional and Service Companies and Applications
  - 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 Transactional and Service Applications

10:45- 11:00 Break

11:00-12:30

- **Corporate-specific Project Pipeline (hands-on exercise)**
  - Business Cases for Transactional and Service Business 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:**

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- for registration (purchase order and signing contract) – **6 weeks before the workshop**
- 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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**Contact Tel: +49 172 7857 294 or +38 6 40 51 6789**

Email: [e.averbukh@sixsigma-24.de](mailto:e.averbukh@sixsigma-24.de)

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## Organisers and Sponsors

### Interdisciplinary Centre for Quality *L*ife and *U*sability *S*tudies (LUSI-Centre)



Westfalenstr. 1  
34131 Kassel, Germany  
Tel: +49 172 7857 294  
Fax: +49 561 877389  
[e.averbukh@sixsigma-24.de](mailto:e.averbukh@sixsigma-24.de)  
[www.sixsigma-24.de](http://www.sixsigma-24.de)

U N I K A S S E L  
V E R S I T Ä T

Fachbereich Maschinenbau  
Institut für Mess- und  
Automatisierungstechnik

Priv.-Dozentin Dr.-Ing. habil. Elena A. Averboukh

Universität Kassel • IMAT-MMS • 34109 Kassel

### Inovatijski Centre *LUSI* d.o.o.

Kauchova ul. 8, 6330 Piran, Slovenia

Tel: +386 4051 6789

[e.averbukh@ieee.org](mailto:e.averbukh@ieee.org)

