

# Basic Quality Training and Problem Solving

Quality managers,  
team facilitators,  
team members,  
process improvement  
project leaders,  
supervisors.

This training would  
also be beneficial for  
employees and new  
hires within  
organizations using  
continuous  
improvement and  
corrective-action  
systems.

*There are no prereq-  
uisites for the  
training*

SIXSIGMA.US

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## Features that make our Program Unique :

- Included up to 2 hours of project support at no additional cost
- Two days format with hands on activities related to your situation
- Project selection support prior to first day of class
- Courses lead by experienced top rated instructors
- Extensive experience in over 25 countries with leading corporations
- Focus on the application of tools to real world problems
- **SixSigma.us** certification process included in course cost

In this course we will introduce graphical data collection and data analysis techniques. The students will learn to collect and analyze data using the “What’s Different Technique”. All tools will be demonstrated on real world issues and not made up examples. This course makes a great preparation course for our Six Sigma Green Belt and Black belt courses.

## Features

- Access to course leader with extensive project experience
- Included up to two hours of up assistance by voice and email prior to first week of training.
- Consulting support during training
- Included up to two hours support by voice and email for the month after class, available discounted on-site support.
- Training certificate with credits
- Upon demonstration of knowledge of the tools you will be a Six Sigma US certified Quality Analyst

## After attending this training, participants will:

- Understand when to use the problem-solving process.
- Organize a problem-solving process, monitor for results, quantify the benefits, and improve the process.
- Design when and how to apply the following quality tools: brainstorming, motivating, Pareto analysis, force-field analysis, tree diagrams, affinity diagrams, selection matrices, data selection, check sheets, run charts, flowcharting, mapping work processes, Gantt charts, cause-and-effect fish-bone diagrams, histograms, block diagrams, and scatter diagrams.
- Practice working as a team member, building respect for other members, achieving team consensus, and gaining buy-in for creative, fact-based change.



# Basic Quality Tools and Problem Solving Training Agenda

## 7 Quality Tools

- Scatter Plot
- Cause & Effect Diagram
- Pareto Chart.
- Check Sheet
- Histogram
- Control Chart
- Flow Chart

We are happy to share our experience we have accumulated for the last 15 years working with more than 5,000 companies in 25 countries all over the world from different industries.

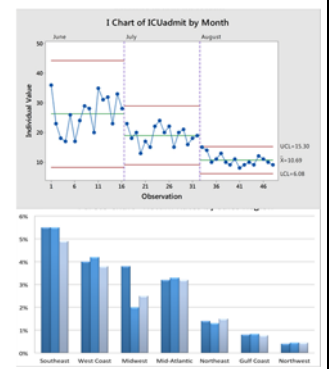
## Added Features

- Certification
- Real world examples
- On-site Consulting Support at a discounted rate
- Professionally printed color laser student notebooks
- Fun and exciting exercises

## 2 Day Basic Quality Tools and Problem Solving Training Agenda

### Day 1

- Understanding Variation
- Defining Quality
- Understanding of a Process
- Data Types
- Introduction to Minitab
- Introduction to Excel Quality Tools
- Normal Distribution
- Process Maps



### Day 2

- Cause and Effects Diagram
- Histograms
- Main Effects Plots
- Pareto Charts
- Run Charts
- Measurement Systems
- Process Capability



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This course introduces the proven Seven Basic tools of Quality and teaches students to understand and identify underlying root causes of quality problems. Students will practice using the tools on examples relative to their environment.

Six Sigma.us is an authorized provider for [PMI](#) and [IACET](#).  
Certificates provided to students will have the standard units of PDUs or CEUs.

