

Basic Quality Training and Problem Solving

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, multivoting, 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 fishbone 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.

There are no prerequisites for the training

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 led 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

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

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.

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.

SIXSIGMA.US
11203 RANCH ROAD 2222
#801

AUSTIN, TX 78730 USA

CONTACT:

TOLL FREE: 877-497-4462

PHONE/FAX: 817-886-4950

INFO@SIXSIGMA.US

WWW.SIXSIGMA.US

Basic Quality Tools and Problem Solving Training Agenda

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.

7 Quality Tools

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

Added Features

- Coffee Service
- Light lunch offered at most public locations
- Professionally printed **Color** Laser student notebooks
- Fun and exciting exercises
- Relaxed learning atmosphere
- Real world examples
- On-site Consulting Support at a discounted rate

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

SIXSIGMA.US
11203 RANCH ROAD 2222
#801
AUSTIN, TX 78730 USA
CONTACT:
TOLL FREE: 877-497-4462
PHONE/FAX: 817-886-4950
INFO@SIXSIGMA.US