



## LEAN Sigma Service Champion

LEAN Sigma is a coordinated approach to rapidly reducing errors and streamlining activities in business transactions. LEAN Sigma blends the best of lean thinking with the statistical logic of Six Sigma. Deploying a LEAN Sigma Service initiative can dramatically reduce constraints by utilizing proven Lean and Six Sigma approaches to optimize critical processes of service industries.

Making practical, statistical- based organization change is the foundation of a LEAN Sigma program. Lean Sigma assists in positioning a company for long term growth. By implementing the tools and tactics, a LEAN Sigma Champion can eliminate inefficiencies in current state transactional processes. Lean Sigma Champions gain the knowledge to identify processes prone to costly error and rapidly implement effective solutions for future state improvement. MMTCC provides the required training to empower your service organization to achieve new levels of efficiency which can lead to greater levels of profitability and customer satisfaction.

MMTCC LEAN Sigma tools are ideally suited to provide:

- Understanding of key performance measures using Kaizen principles
- Accurate process mapping using the LEAN Value Stream process
- Elimination of waste that impacts the value added business model
- Understanding how LEAN can completely adjust and transform your culture
- Employee empowerment strategies that lead to greater worker autonomy
- Standard work practices designed to improve workplace accuracy
- Quality improvement by elimination of errors and redundancy
- Problem solving techniques designed to remove bottlenecks
- Poka-Yoke devices that will improve and guarantee quality results
- Cellular Work Flow arrangement to improve Lead Time to customers
- Apply Process Failure Mode Effect Analysis (PFMEA) to improve overall customer quality rating
- Statistical tools that generate answers to complex issues that are not easily seen nor understood



In addition, LEAN Sigma uses data driven approaches that reduce time, identify and eliminate waste while favorably impacting transaction processes. The business sectors that LEAN Sigma Service can positively impact are:

- **Logistics**
- **Information Technology**
- **Data Entry**
- **Customer Service**
- **Distribution Networking**
- **Finance**
- **Dispatching Services**

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## The DMAIC Roadmap

### DEFINE

Project success starts with detailed project definition. In the Define Phase, the primary measurables of the process are identified. Quantified customer expectations, project scope, and benefits are defined and a solid foundation for the project is established.

### MEASURE

LEAN Sigma projects are fueled by data. In the Measure Phase, our ability to collect accurate data is assessed, and improvements to measurement systems are made where necessary. These validated measurement systems are used to establish the current capability and set objectives.

### ANALYZE

Data is transformed into knowledge in the Analyze Phase. The potential sources of variation are sorted and tested for statistical significance. The result is a list of the few critical drivers that must be controlled in order to achieve the targeted results. These statistical tools allow you to make business-critical decisions with confidence.

### IMPROVE

Once the critical process inputs are identified, that information must be transformed into real world application. Consensus building tools are used in the Improve Phase to turn statistical solutions into practical solutions.

### CONTROL

Nothing is more frustrating than to see processes slide back to their previous state. The Lean Sigma DMAIC Roadmap prevents this by application of powerful Control Phase tools to ensure that improvements are sustained. Projects are not designated as complete until the newly improved processes are standardized and self sustaining.



## Training Schedule

Graduates of the MMTC LEAN Sigma Service Champion course will be equipped with the required knowledge and skills to begin guiding the LEAN Sigma implementation in any service based organization. Through the completion of simulations, hands on discovery learning and between session assignments, the participants will repeatedly demonstrate their understanding of core curriculum concepts to become LEAN Sigma Service Champions.

mon	tues	wed	thurs	fri
	LEAN Sigma Service Champion Week 1			
	LEAN Sigma Service Champion Week 2			
	LEAN Sigma Service Champion Week 3			

**9 SESSIONS IN TOTAL**  
3 days a week for  
3 consecutive weeks

For additional information, contact MMTC West at 616-771-0561 or email at [mmtcwest@rightplace.org](mailto:mmtcwest@rightplace.org).