

Lean Six Sigma and BPM

The Foundation of Operational Excellence

This course outlines the relationship of Lean Six Sigma (LSS) and Business Process Management (BPM) to Operational Excellence (OpEx) and provides insight into the needed skills and tools.

Examine the linkage of LSS and BPM to Operational Excellence with a strong project orientation and through the use of exercises. Improve project selection by taking a broader business process based view and applying principles of customer experience management. Accelerate business results from LSS project by integrating BPM practices.

We will explore and discuss the skills, training, and infrastructure required to launch a successful projects. There will be an overview of the process improvement methodology and tools used to make significant improvement to business processes.

We will discuss how to create greater customer focus by taking a business process based view. This involves understanding how to build a business process framework, established enterprise architecture, creating "real-time" business intelligence, and a link between continuous improvement projects and key business processes.

Participants will be introduced to the basic tools for understanding, measuring, and managing variation using the DMAIC process as well as the power of technology enabled BPM approaches. We will cover the fundamental concepts of LSS and BPM and provide insight through exercises on how projects can be better executed by combining these two methods.

Lean Six Sigma provides a set of tools to make and sustain dramatic improvements to business processes. When Business Process Management and Lean Six Sigma are used together they provide the basis for improved organizational performance and growth, as well as greater customer focus, intelligence, and a link between continuous improvement projects, organizational strategy, key business processes.

WHO SHOULD ATTEND:

- Operational Excellence Professionals
- Business Analysts
- Business Process Analysts
- Business Process Managers
- Project Managers
- Business Architects
- Process improvement team leaders
- Line of Business Managers and Supervisors

RECOMMENDED PREREQUISITES:

- OPEX 101

COURSE OUTLINE:

- Understanding Processes - Lean Six Sigma
 - Linkage to BPM 101, PMAD and PMM
- What are Lean, Six Sigma and Lean Six Sigma
 - History
 - Differences and similarities
 - Lean Six Sigma as a process improvement methodology
- Lean
 - Principles
 - Reducing waste
 - Improving efficiency
 - Tools – overview
 - Value Stream Mapping
 - Readiness evaluation
- Six Sigma
 - Principles
 - Reducing variation
 - Controlling the process
 - Predictable output
 - Underlying Concepts
 - Methodology
 - DMAIC Process
 - Statistical tools
 - DFSS (Design for Six Sigma) and DMADV
 - Roles in a Six Sigma Initiative
 - Readiness Evaluation
- Lean Six Sigma
 - What is it?
 - Critical Success Factors
 - Measuring success in savings
 - Steps in Implementing LSS
- Tools used – Linkage to Tools of the Trade course

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