

“Lean Excellence for the 21<sup>st</sup> Century & Beyond”

## Master Black Belt Program

Certified Master Black Belt in Six Sigma Quality

From: The Harrington International Institute for Quality

Course Length: Three Months (on-line 1 hr per week)

40 PDUs

## “Lean Excellence for the 21<sup>st</sup> Century & Beyond”

### Creating an Executive Overview Brochure

- Creating a Vision Statement
- Developing Pillars of Excellence
- History of Quality & Overview of Methodology Segments
- “Healthcare Excellence for the 21<sup>st</sup> Century & Beyond”?
  - What is it?
  - How will it impact the organization?
  - How will it create value for the customer?
  - How will it bring value to the organization?
  - Creating Value
  - Conducting a Quality Gap Analysis
- “Continuous Flow Six Sigma Quality”
  - What is it?
  - What Components does it consist of?
  - Why this Methodology for Hospitals?
  - Business Change Capability
  - End-to-end process management
  - Choosing the right quality process
  - Launching prototypes

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### Developing a Quality Management System

- What is a Quality Management System (QMS)
- Why a QMS is Important
- The Components of a QMS
- How to Develop a Successful QMS
- The QMS Template
- QMS Implementation Plan
- QMS Compliance Program
- Auditing the QMS
- Training from the QMS
- Developing a QMS Road Map

## “Process Excellence for the 21<sup>st</sup> Century & Beyond”

### Developing a Metrics Program

- Why Metrics?
- Hitting the Mark with Metrics
- How to Launch a Corporate Metrics Program
- Components of a Corporate Metrics Program
- Collecting Metrics
- Communicating Metrics
- Baldrige Criteria
- Achieving Baldrige Level of Excellence
- Developing Department Scorecards
- Components of a Department Scorecard
- Obtaining input into a Department Scorecard
- Auditing Department Scorecards for Gaps in Quality

## “Process Excellence for the 21<sup>st</sup> Century & Beyond”

### Components of Lean

- What is Lean?
- What does Lean consist of?
- How should Lean be applied in the Organization?
- Politics of Program Implementation
- Business Change Capability
- Workout
  - Components
  - Implementation
  - Expectations
- 5Ss
  - Components
  - Implementation
  - Expectations
- Supercharged Kaizen
  - Components
  - Implementation
  - Expectations
- Hoshin Kanri

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### Process Improvement

- What is Process Improvement?
- What is Six Sigma DMAIC?
- Define
  - Target Board
  - Voice of the Customer
  - Quality Function Deployment
- Measure
  - Data Types
  - Sampling Theory
  - Collecting Data
  - Descriptive Statistics
  - Capability Indexes
- Analyze
  - Probability Distributions
  - Hypothesis Testing
  - ANOVA
  - Regression Analysis
  - Alternative Analysis
- Improve
  - Option Selection
  - Project Essentials
  - Design of Experiments
- Control
  - Control Charts
  - Accountability
  - Developing Metrics

## “Lean Excellence for the 21<sup>st</sup> Century & Beyond”

### New Products & Services

- What is Reengineering?
- What is Six Sigma DMADV?
- Understanding Customer Wants
- Benchmarking
- Filling the Gaps
- Consulting Skills
- Lean Partnerships
- Phasing Effort
- Visualizing Optimal Gains
- New Paradigm Design
- Prototypes
- Conceptual Design Document
- Detailed Design Document
- Agile Development Efforts
- Marketing Promotions & Pricing
- Verifying Targets