

Weeks 1 and 2: Process Management for Process Owners

Day One	
	Course Overview
	Introduction to Six Sigma
	Overview Process Management
	Step 1: Set Direction Level 1
	Step 1.1: Identify Big Y's
	Step 1.2: Plot Big Y's Over Time
	Step 1.3: Identify Core Processes
	Step 1.4: Relate Y's to Process
	Step 1.5: Calculate Sigma
Day Two	
	Step 1.5: Calculate Sigma (cont.)
	Step 1.6: Select Level 2 Core Processes
	Step 2: Identify Processes/Requirements Level 2
	Step 2.1: Map Core Process
	Step 2.2: Understand VOC, ID Little Y's
Day Three	
	Step 2.2: Understand VOC, ID Little Y's
	Step 2.3: Update Process Sigma
	Step 2.4: Select Detailed Process(es)
	Step 3: Build Monitoring Plan
	Step 3.1: Map Detailed Processes
	Step 3.2: Determine Y's and X's
Day Four	
	Step 3.2: Determine Y's and X's (cont.)
	Step 3.3: Draft/Revise Monitoring Plans
	Step 3.4: Are All Selected Detailed Monitoring Plans Drafted?
	Step 3.5: Are All Selected Level 2 Core Process Monitoring Plans Complete?
Day Five	
	Step 4: Use Process Monitoring Plans to Review Process Performance
	Step 5: Any Changes Needed?
	Step 6: Standardize and Replicate
	Step 7: Act
	Step 7.1: Need for Radical Improvement?
Day Six	
	Step 7.2: Process Improvement
	Step 7.3: Process Design
	Step 7.4: Integrate Into Process Management System