

Process Management for Supervisors	
Day One	
	Course Overview
	Introduction to Six Sigma
	Overview Process Management
	Step 1: Set Direction Level 1
Day Two	
	Step 2: Identify Processes/Requirements Level 2
	Step 3: Build Monitoring Plan
Day Three	
	Step 3: Build Monitoring Plan (cont.)
	Step 4: Use Monitoring Plans to Review Process Performance
Day Four	
	Step 4: Use Monitoring Plans to Review Process Performance (cont.)
	Step 5: Any Changes Needed?
	Step 6: Standardize and Replicate
	Step 7: Act
Day Five	
	Step 7: Act (cont.)