

Course Topics (40-80 hr. of training)

Define	Measure	Analyze	Improve	Control
Voice of the Customer <ul style="list-style-type: none"> Affinity Diagrams Multi-voting NGT Brainstorming CTQs Problem & Mission Statements	Process Mapping <ul style="list-style-type: none"> SIPOC Flowcharts Swim-lanes Data Types MSA Basic Statistics Normal Distributions Capability Analysis Baseline Measurements	Cause & Effect Diagrams Pareto Charts Hypothesis Testing <ul style="list-style-type: none"> Correlation Regression Confidence intervals 1 sample t-tests Waste & Value Analysis FMEA	Introduction to: <ul style="list-style-type: none"> Lean Improvement Tools Design of Experiments (Full Factorial Designs) Solution Selection 	Introduction to: <ul style="list-style-type: none"> Statistical Process Control Process Monitoring Control Plans