

Online Champion Training

Course Objectives

By completing this course, students will be able to:

- Participate in the development of a successful Six Sigma program.
- Define project selection criteria and evaluate project proposals' ability to meet those criteria.
- Realize the role of Six Sigma Champions, Project Sponsors, Green Belts and Black Belts in the Six Sigma organization.
- Understand use of the DMAIC problem solving methodology, and recognize the need for advanced problem-solving and improvement methodologies used by Project Teams.
- Sponsor a Six Sigma team.

Prerequisites

Students should have a general understanding of basic mathematical functions, the reading comprehension level of a high school graduate, and general proficiency in using Windows-based computer software.

Intended Audience

This training is suitable for mid to upper-level management responsible for supporting the Six Sigma program while ensuring it is aligned with the organization's overall business strategy. Champions are trained in a conceptual understanding of the principles, tools, and techniques required to lead the Six Sigma transformation.

PC Requirements

To access this course and Study Guide, users need:

- An Internet connection
- A suitable browser, such as Internet Explorer 5.0 or higher, with cookies enabled.

Materials Provided

In addition to the online access, each course includes the following materials for a complete learning experience (a \$150 value):

- [*Six Sigma Demystified*](#) by Paul Keller
- [*Six Sigma Handbook*](#) by Thomas Pyzdek
- *Champion* Notebook

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Topic Overview

1. Why Do Six Sigma
 - a) Definition and graphical view of Six Sigma
 - (i) Overview of business applications
 - (ii) Example Sigma Levels
 - (iii) Introduction to DPMO and cost as metrics.
 - b) Comparisons between typical TQM and Six Sigma Programs.
 - c) Origins and Success Stories.
2. How to Deploy Six Sigma
 - a) Leadership responsibilities.
 - b) Description of the roles and responsibilities.
 - c) Resource allocation.
 - d) Data driven decision making.
 - e) Organizational metrics and dashboards.
3. Training & Personnel
 - a) Choosing Personnel.
 - b) Training Requirements.
4. Goals & Metrics
 - a) CTC, CTQ, CTS Parameters.
 - b) CTx Flow-down Model (Big Y's, Little y's).
 - c) Measurement & Feedback.
 - d) Calculating Sigma Levels.
5. Six Sigma Projects
 - a) Project Focus.
 - b) Selecting Projects.
 - c) Overview of DMAIC Methodology.
 - d) Project Reporting.
6. Incorporating Voice of the Customer
 - a) Goal Posts vs. Kano.
 - b) Customer Focus and the Leadership Role.
 - c) Overview of QFD.
 - d) Customer Data.
 - e) Big Y's, Little Y's.
7. Change Management and Six Sigma Teams
 - a) Problems with Change.
 - b) Achieving Buy-In.
 - c) Team Formation, Rules & Responsibilities.
 - (i) Stages of Team Development.
 - (ii) Overcoming Problems.
 - d) Consensus Building
 - (i) Affinity Diagram.
 - (ii) Nominal Group Technique.
 - (iii) Prioritization Matrix.