LIB
LEAN INSTITUTE
BULGARIA

DESIGN FOR SIX SIGMA (DFSS)

COURSE OUTLINE

Training topic

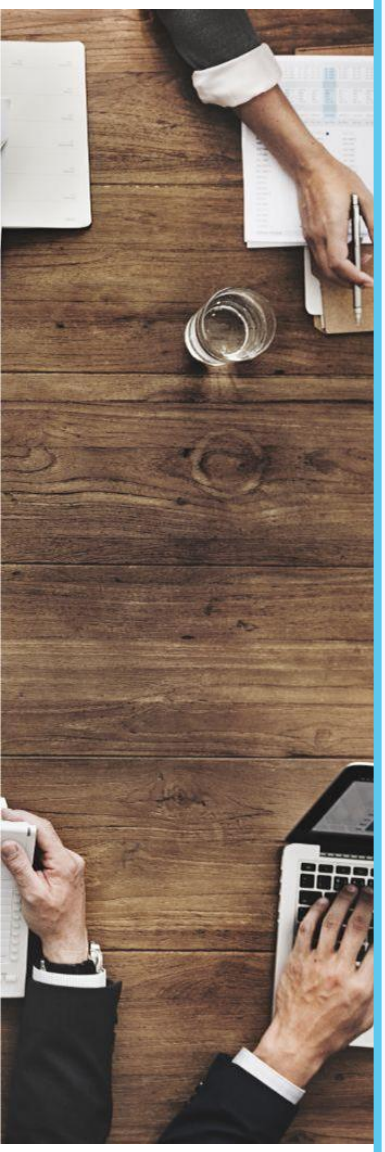
DESIGN FOR SIX SIGMA

Duration	Participants	Formats	Location
5 full days	*Up to 12 participants*	*F2F and / or Virtual*	*Sofia*

COURSE OBJECTIVES

01	Learn how to design processes, services or products in the most efficient and robust manner possible with DFSS and the DMADV (Define-Measure-Analyze-Design-Verify) method.
02	Understand the difference between DFSS and DMAIC.
03	Learn how to understand the voice of the customer — their needs and expectations.
04	Understand how to break down customer needs into concrete requirements (CTQs) and prioritize them with tools such as the House of Quality (QFD).
05	Learn how to generate different design concepts to meet customer needs.
06	Understand how to develop a detailed design and conduct a pilot test.
07	Learn how to implement new solutions, document the process and create a control plan.
08	Prepare for DFSS certification.

DESIGN FOR SIX SIGMA
COURSE CONTENT OUTLINE



Day 1

Define:

01

- DFSS fundamentals
- DMADV vs DMAIC
- Develop a Project Charter
- Prepare FMEA
- Prepare Multi-Generational Product Plan
- Develop a Change Assessment document

Day 2

Measure:

02

- Identify customers
- Conduct Voice of the Customer (VOC) analysis
- Translate VOC into CTQs
- Prioritize CTQs via QFD and Kano Analysis

Day 3

Analyze:

03

- Generate high-level design concepts via Benchmarking, Brainstorming and TRIZ
- Evaluate concepts with the Pugh Matrix
- Map the process and prepare SIPOC
- Conduct a Process Simulation

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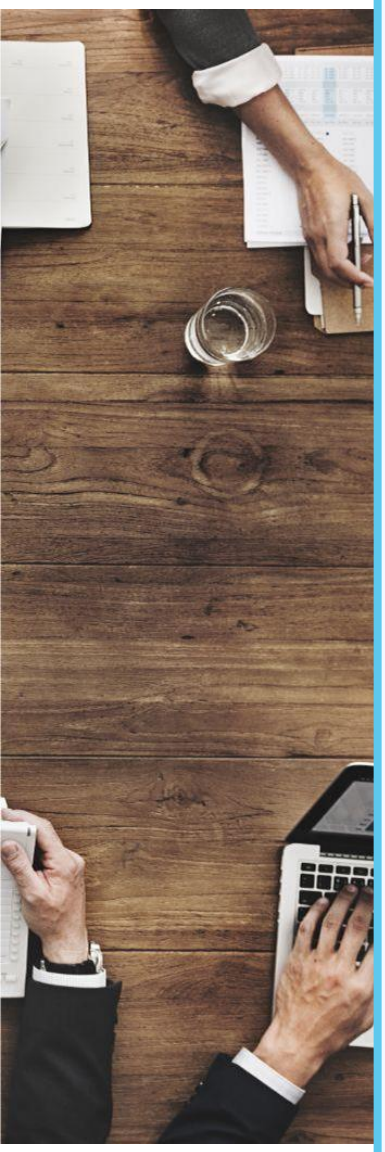

Day 4

Design:

04

- Develop a detailed design – the Detailed Design Pack
- Test capability of the design (Capability Flow-Up)
- Conduct a Pilot test
- Analyze results from Pilot test and adjust design

Day 5

Verify:

05

- Develop and deliver training
- Plan the process of implementation
- Implement the new solution
- Document process
- Prepare dashboards and control plans

06

- Wrap Up
- Solve DFSS Exam practice questions