

Essential Tools for Improvement

Online Learning to Help you Achieve Excellence

The Essential Tools for Improvement collection is an online e-Learning series which offers an effective and easy way to learn the tools, techniques and principles of lean six sigma and business improvement. Each tool is explained in detail and key theories are illustrated using real-life scenarios. Available individually or as part of a collection the tools are able to guide you through how to deliver lean six sigma and operational excellence.

The modules:

- How to flowchart a process (basics & advanced)
- How to construct a SIPOC
- How to calculate DPMO and Process Sigma
- How to standardise a process
- How to mistake proof a process
- How to interpret a control chart

Who are the tools for?

The modules are for anyone who wants to understand the detail of the tools and techniques of business improvement.

They can be used by individuals from any level of an organisation or an entire workforce. Each tool can be applied across any industry sector.

How does it work?

The tools can be purchased as a complete collection through our Learning Management System.

Can it be customised?

The collection is fully customisable to your organisation, branding and style. We can also add your own learning content models and methods to make the Essential Tools personal.



By learning to understand processes quickly and easily, organisations are able to achieve long term success by understanding how their work works. Both flowchart modules will help users learn about the purpose and use of flowcharts

Module 1. Flowcharts - Basics

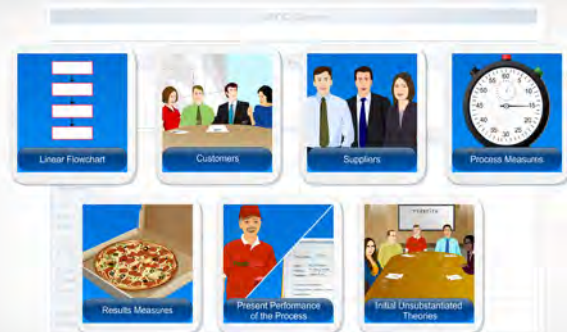
Users will practice what they learn by creating a linear flowchart from a case study and gain instant feedback on their technique.

Module 2. Flowcharts - Advanced

Taking the practice of flowcharts further, users learn about integrated and input/output flowcharts and which scenarios to use them in.

Module 3. SIPOC

SIPOC's provide an overall summary of a process as well as an initial view of the process performance. In this module, the user will learn how to construct the single page layout of the SIPOC. Users are given guidance on the sections of the SIPOC, the data that needs to be collected and which sections need to be completed at the outset. After being shown the theory users are then guided through each of the 15 steps to create a SIPOC in a fully interactive case study scenario.



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DPMO and Process Sigma



Defects per million opportunities

308,000 DPMO
= Process Sigma of 2.0

Module 4. DPMO and Process Sigma

DPMO and Process Sigma can be used as an effective measure of performance; together the two measures can help to prioritise elements of the improvement project but also to change the mindsets of those involved in the project. In this module users learn the meaning and method of calculation for “DPMO” and “Process Sigma” and how to interpret its significance to a process and wider organisational strategy. Users will practice what they learn by calculating the DPMO and Process Sigma in a number of case studies.

Module 5. Standardising a Process

Ensuring an existing process is carried out consistently is critical to organisational performance and success. This module will teach users how to do that through understanding the concept of standardisation. Users will learn what standardisation is and why it is needed, the four rules of standardisation, and the four step method for standardising an existing process. The theory is presented using a real-life scenario and users check their understanding with a series of reflective quizzes.

What Standardisation Is

- ✓ An agreed way to do the work
- ✓ Documents which identify both the steps which must be followed precisely and the steps that allow flexibility
- ✓ A method of clarifying the purpose of the process and the customer requirements of the product/service to bring a customer focus to all work
- ✓ A method of clarifying restrictions and constraints
- ✓ A method of clearly establishing roles and responsibilities
- ✓ A set of methods which are continually improved
- ✓ Something that people feel good about

Mistake Proofing

- Make it easier to do it right and harder to do it wrong

A hierarchy of mistake-proofing



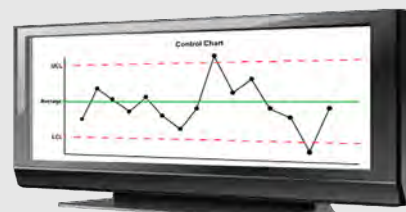
Module 6. Mistake Proofing

In addition to standardising a process, it is also important to organisational performance that the standardised processes are mistake-proofed. This module will guide the user through the four types of mistake-proofing including how and where the technique can be applied. Users will test their knowledge in a series of interactive exercises as well as understanding the theory of mistake-proofing as an effective tool in process improvement.

Module 7. Control Chart Basics

Understanding variation and knowing how to respond appropriately can be critical to process performance. This module teaches users the purpose and use of control charts as well as the associated rules, learning phases and how to look at, interpret and calculate control limits. Users will learn about Rules A & B, assignable causes and how to recognise and interpret these on a control chart. The course guides users through how to construct a control chart whilst providing feedback and guidance on control chart best practice.

On Target with Minimum Variation



A control chart:

- Displays process variation
- Helps distinguish between different types of variation