



6 Sigma

Introduction & Overview

Introduction

Six-Sigma is one of the world's leading methodologies in business improvement. Six-Sigma has been effectively deployed to:

- Enhance customer satisfaction
- Achieve significant cost savings
- Increase business-related productivity processes
- Generate new markets
- Generate better revenues and margins
- Manage and deliver sustainable and measurable improvement in an organization

What does this program offer?

This foundation training program outlines the key principles and practices inherent in Six Sigma. It is an ideal introduction for those new to this methodology, or for those keen to consolidate their training and knowledge in this area.

What makes this training program unique?

By incorporating this practical hands-on improvement project, participants are able to learn how to deliver and manage organizational improvement in a fun and realistic way. Theory is important, but the real test lies in the ability to put this knowledge into practice.

Who Will Benefit?

This training program can be used as a foundational learning experience for all staff in an organization. It may be particularly useful for those involved in improvement projects or improvement initiatives, including:

- Executives
- Managers
- Improvement project facilitators or coaches
- Members of business improvement project teams
- Participants in this program will be taking the first steps to developing a common framework, language, tools and processes that could be used across their organization

Content

1. Foundations of business improvement methodologies
2. History of business improvement and Six Sigma practices
3. Key principles underlying business improvement
4. Understanding variation
5. Contemporary Six Sigma models for improvement projects (DMAIC)
6. Improvement planning tools
7. Using an Improvement Plan and PDSA Cycle Plan
8. Applications of learning in Six Sigma and Lean Manufacturing
9. Fundamental analysis tools and techniques and TQM concept
10. How to write Six Sigma Reports
11. Case studies

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Learning Outcomes

- Understand key principles and concepts underpinning the Six Sigma methodology
- Develop an understanding of the Six Sigma Business Improvement Models
- Develop skills in improvement planning, including the use of an Improvement Plan and a PDSA cycle plan
- Develop skills in the use of fundamental analysis techniques
- Understand the roles and responsibilities necessary for effective Business Improvement projects
- Understand the history of business improvement and contemporary Six Sigma practices.

Facilitator

Johnny Ng, Ph D, MBA, BBA

Johnny Ng has a doctorate in Quality Management, and holds professional membership of the American Society for Quality, and American Institute of Management and is a certified Six Sigma Trainer (Black Belt). He has more than 20 years experience in the field of management, quality, manufacturing and marketing at management and board level.

He has consulted and conducted training extensively on strategic management, marketing management, motivational management, quality auditing, TQM, SPC, TQC Tools, FMEA, Advance Product Quality Planning & Control Plan (APQP), Production Part Approval Process (PPAP), Measurement System Analysis (MSA), Seven QC Tools, Seven Management Tools, continuous improvement program (KAIZEN) using Six Sigma Methodology (DMAIC). Among his many clients include Matsushita, Sharp Roxy, FA Tech, ACM Technology, MMI, Alliance Rubber, Precico Group, Feiti, Boon Koon Vehicles Industries, Dongkut Techno, Parade Manufacturing etc
Johnny is currently the Managing Consultant of Matrix Quality Consultancy Sdn. Bhd.

Venue, Time and Dates

25 and 26 May 2010, Tuesday & Wednesday , 9.00 am – 5.00 pm
Park Royal Hotel, Jalan Sultan Ismail, 50250 Kuala Lumpur

Course Fee: RM 1,500.00 per person

Course Fee includes 2 tea breaks, lunch, course materials and a certificate of attendance.

Early bird Discount and Group

Register and pay at least 3 weeks before the event to enjoy a discounted fee of RM 1,200.00.
Group of 3 participants from the same company will enjoy another discount of 15%.

Registration

Miss Pang or Puan Ela
Tel: 03-4042 3309 / 4042 6309 Fax: 03-4042 7309
Email: training@arrow-training.com.my



Arrow Training Sdn. Bhd. – 509292 A –
Suite 1608, Level 16 Plaza Pengkalan, Off Jalan Ipoh, 51200 Kuala Lumpur

REGISTRATION FORM

Six Sigma: Introduction & Overview

25 & 26 May 2010 @ Park Royal Hotel, Kuala Lumpur

Billing Details

Name of Organization _____

Address _____

_____ Tel _____

Fax _____ Email _____

Contact Person _____ Designation _____

Participant(s)

Name (as per NRIC)	Designation	Email & Mobile

Method of Payment

Kindly select method of payment on the following:

- Early Bird – RM1200 per person**
Pay 2 weeks before the event
Cheque No. _____
- Normal fee – RM1500 per person**
pay during the event
Cheque No. _____
- Banking transaction (MBB 5141-4162-7686 or CIMB-1406-052-838-5052)
- By courier / by post

Note: Admittance will only be permitted upon receipt of full payment / letter of undertaking / local order (for government department).

HRDF-SBL claim

Application is subject to HRDC approval. You may submit the application with this brochure, together with the program agenda and speakers' profile, which we will provide to you upon request once you have registered

Fee is to be made payable to **Arrow Training Sdn. Bhd.**

Address: Suite 1608, Level 16 Plaza Pengkalan, 3rd Mile Jalan Ipoh, 51200 Kuala Lumpur

Tel: 03-40423309, 40426309

Fax: 03-40427309

Email: training@arrow-training.com.my

ADMINISTRATIVE DETAILS

<u>Closing Date</u>	<u>Confirmation</u>	<u>Cancellation & Refund</u>
1 week before commencement of seminar, or when maximum capacity of seminar class is reached, whichever is earlier	You will receive an invoice indicating course fee, seminar date and hotel information. Check it for accuracy.	ARROW must receive a cancellation verbally or in writing 7 working days before the event. Registrants will be refunded in full. IF a cancellation notice is received less than 7 working days before the event, a RM100 administrative fee will be charged. Substitutions or transfers to another venue with one weeks notice are complimentary. In the event of cancellation by ARROW, all fees will be refunded in full, or the participant may reschedule to the next available seminar. Should a cancellation become necessary, ARROW will attempt to contact all registrants verbally or in writing. Confirmed registrant who failed to attend and did not cancel his registration in writing is liable for the entire fee.
<u>Disclaimer</u>		
ARROW Training reserves the right to change the speaker, date and to cancel the programme should circumstances beyond the company control arise. ARROW training also reserves the right to make alternative arrangements without prior notice should it be necessary to do so		