

# Deployment Leadership Program

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Six Sigma is a fact-driven system of business management that has been heralded by many great captains from a wide array of industries. Six Sigma has proven itself as a viable market-driven methodology that can rapidly produce incredible breakthrough success stories time after time. However, the success of Six Sigma cannot be delivered without the immediate concern and meaningful support of top management. Due to this, Six Sigma must be effectively and efficiently planned, organized, initialized, deployed, implemented and sustained. Doing this right the first time requires a highly specialized body-of-knowledge – as defined by the Six Sigma Deployment Leadership Program.

This program provides key leaders and executives with the knowledge to effectively and efficiently plan the successful installation of Six Sigma within their enterprise. This five day training program has been divided into several major segments – Thinking, Leading, Deploying, Implementing, and Sustaining Six Sigma. Through skillful delivery of the program's experience-based content, each participant will learn how to successfully initiate and govern a Six Sigma deployment. In addition, the participants will learn how to assuredly and consistently implement the power of Six Sigma by identifying and orchestrating highly focused application projects, as well as a variety of other Six Sigma activities. Of course, every such project is carefully designed to generate the types of verifiable and lasting benefits that aggregate to an increased level of business value.

The Dr. Mikel J. Harry Six Sigma Management Institute offers this unique experience-based Deployment Leadership Program to those organizations seeking to install and benefit from Six Sigma. Virtually any type of business process can be dramatically improved through the application of Six Sigma when properly planned and guided by knowledgeable leaders – regardless of the organization's type or size.

## Program Outline & Objectives

### Business Panorama

- What is a business transformation and how should it be driven?
- What is the difference between quality-of-business and business-of-quality?
- What is the evolutionary path of Six Sigma and where is it going in the future?
- What is the business case for Six Sigma and what are the critical success factors?

### Essential Concepts

- What is deterministic reasoning and why is it at the core of Six Sigma?
- What is the sigma scale of measure and how can it be used?
- What is a hidden process, why do they exist, and how can they be eliminated?
- What are the underpinning economics of Six Sigma at the process, operations, and business levels?

### DMAIC Strategy

- What does the acronym DMAIC mean and what makes it so powerful?
- How is DMAIC used to realize performance breakthrough?
- Why is the measurement phase of DMAIC so important to the realization of breakthrough?
- What families of tools are applied to each phase of the DMAIC strategy?

### Dashboard Metrics

- What is a Six Sigma dashboard and how should it be used?
- What types of performance metrics should be included on a Six Sigma dashboard?
- How often should a Six Sigma dashboard be reviewed and by whom?
- Why is the rate-of-change for a Six Sigma metric often more important than the absolute change?

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## **Leadership Roles**

- What is the role, responsibilities and time commitment of a Six Sigma Champion?
- What is the role, responsibilities and time commitment of a Six Sigma Master Black Belt?
- What is the role, responsibilities and time commitment of a Six Sigma Black Belt?
- What is the role, responsibilities and time commitment of a Six Sigma Green Belt and White Belt?

## **Supporting Roles**

- What is an executive sponsor and why are they critical to the successful roll-out of Six Sigma?
- What is a process owner and how do they contribute to the success of Six Sigma?
- What is the role of business unit leaders during and after the installation of Six Sigma?
- What is the role of Six Sigma White Belts and other individual contributors?

## **Training Strategies**

- What is a Six Sigma training curriculum and why is it so important to a successful deployment?
- What are the current methods and technologies for delivering Six Sigma knowledge?
- How can an organization make Six Sigma knowledge a part of the culture and daily routine?
- What does a Six Sigma training plan look like and how can it be accelerated?

## **Organizational Issues**

- How should the Six Sigma players be organized and managed for optimal effect?
- What is the role of HR before, during, and after the initial deployment of Six Sigma?
- What should a Six Sigma HR plan contain and how should it be developed?
- How and when should external consultants be used to support a Six Sigma Initiative?

## **Business Goals**

- How should the Six Sigma business goals and objectives be configured, aligned, and cascaded?
- What amount of executive compensation should be attached to Six Sigma goals and objectives?
- How and when should the customer base become involved in a Six Sigma initiative?
- How and when should the supplier base become involved in a Six Sigma initiative?

## **Deployment Guidelines**

- What is the roadmap for deploying Six Sigma and how long should it take?
- What are the primary components of a Six Sigma deployment plan and how should they be tracked?
- What is the true cost of deploying Six Sigma and how can it be reduced without sub-optimization?
- What are the typical roadblocks that must be cleared to ensure a successful deployment?

## **System Requirements**

- What is the true cost of installing Six Sigma and how can it be minimized without sub-optimizing?
- What systems are required to support the installation and maintenance of Six Sigma?
- What role does the accounting system play during course of installing and maintaining Six Sigma?
- What is a project tracking system and why is it important to the implementation of Six Sigma?

## **Program Launch**

- How can the launch of a Six Sigma initiative ultimately determine its success or failure?
- What are the best practices for launching a Six Sigma initiative?
- What human factors come into play when developing a launch plan for Six Sigma?
- What role does a public relations organization play when developing a launch plan for Six Sigma?

## **Project Selection**

- What are the time-proven guidelines for identifying potential Six Sigma application projects?
- What are the most common Six Sigma project selection criteria and how should they be administered?
- How does a Six Sigma Champion know when the project selection criteria should be modified?
- What is a Six Sigma project charter, who creates it, and what information should it contain?

## **Project Execution**

- What is a Six Sigma project execution plan and what are its principal features?
- How does a Six Sigma Champion know when a project is not being properly executed?
- What conditions signal the need to terminate a Six Sigma application project?

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How can the execution of a Six Sigma project be reliably accelerated without adding resources?

### Project Evaluation

How often should project reviews be conducted and what should be reported by whom?  
What does a typical project review plan look like and what types of tollgates are most critical?  
What management actions should be taken in the event of a critical project tollgate failure?  
How can the vital lessons resulting from project reviews be captured, distilled, and disseminated?

### Project Validation

What are the essential criteria for verifying the benefits resulting from a successful Six Sigma project?  
What are the most commonly applied guidelines for closing-out a Six Sigma project?  
What are the consequences associated with a Six Sigma project that has been prematurely closed?  
When should the benefits of a successful Six Sigma project be discounted and for what reasons?

### Maturity Assessment

What is the difference between a maturity problem and an operational problem?  
How does an organization know when it has reached the status of Six Sigma?  
What is a Six Sigma maturity assessment and how can it facilitate the institutionalization of Six Sigma?  
What does a Six Sigma maturity growth plan look like and what are its primary features and benefits?

### Renewal Strategies

What does the life-cycle of a Six Sigma initiative look like and what are its primary features?  
What is a Six Sigma program reset and why is it so much more difficult the second time around?  
What are the organizational and operational conditions that signal the need for renewal?  
How does an organization know when Six Sigma has been fully institutionalized?

## Program Agenda

Duration: 5 days of classroom training (approximately 40 hours).

### Week 1

<b>Day 1</b>	<b>AM1</b>	Business Panorama
	<b>AM2</b>	Essential Concepts
	<b>PM1</b>	DMAIC Strategy
	<b>PM2</b>	Dashboard Metrics
	<b>Eve</b>	Social Event
<b>Day 2</b>	<b>AM1</b>	Leadership Roles
	<b>AM2</b>	Supporting Roles
	<b>PM1</b>	Training Strategies
	<b>PM2</b>	Organizational Issues
	<b>Eve</b>	Leadership Workshop
<b>Day 3</b>	<b>AM1</b>	Business Goals
	<b>AM2</b>	Deployment Guidelines
	<b>PM1</b>	System Requirements
	<b>PM2</b>	Program Launch
	<b>Eve</b>	Deployment Workshop
<b>Day 4</b>	<b>AM1</b>	Project Selection
	<b>AM2</b>	Project Execution
	<b>PM1</b>	Project Evaluations
	<b>PM2</b>	Project Validation
	<b>Eve</b>	Project Workshop
<b>Day 5</b>	<b>AM1</b>	Maturity Assessment
	<b>AM2</b>	Renewal Strategies