MAGNA SKILLS DEVELOPMENT INSTITUTE

Capacity Building • Professional Training • Organisational Development

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Course Profile Document

Supervisors and Managers

Lean Process and Six Sigma

Prepared as a professional course profile for delegate review, sponsorship approval and organisational training planning.

COURSE CODE	DELIVERY	DURATION	PREPARED FOR
MSD2947	**Online / Face-to-Face**	**Flexible**	**Organisation Approval**

Register for this Course **View Online Course Page**

Course Overview

During the last couple of decades small, mid-sized and Fortune 500 companies have embraced Six Sigma to generate more profit and greater savings. So what is Six Sigma?

Six Sigma is a data-driven approach for eliminating defects and waste in any business process. You can compare Six Sigma with turning your water faucet and experiencing the flow of clean, clear water. Reliable systems are in place to purify, treat, and pressure the water through the faucet. That is what Six Sigma does to business: it treats the processes in business so that they deliver their intended result.

What is "Sigma"? The word is a statistical term that measures how far a given process deviates from perfection. Sigma is a way to measure quality and performance. The central idea behind Six Sigma is that if you can measure how many "defects" you have in a process, you can systematically figure out how to eliminate them and get as close to "zero defects" as possible. This workshop will give participants an overview of the Six Sigma methodology, and some of the tools required to deploy Six Sigma in their own organizations.

Course Outcomes

Research has consistently demonstrated that when clear goals are associated with learning, it occurs more easily and rapidly.
This workshop is designed to help you in the following ways:

Develop a 360 degree view of Six Sigma and how it can be implemented in any organization.

- Identify the fundamentals of lean manufacturing, lean enterprise, and lean principles.
- Describe the key dimensions of quality – product features and freedom from deficiencies
- Develop attributes and value according to the Kano Model
- Understand how products and services that have the right features and are free from deficiencies can promote customer satisfaction and attract and retain new customers.
- Describe what is required to regulate a process
- Give examples of how poor quality affects operating expenses in the areas of appraisal, inspection costs, internal failure costs, and external failure costs
- Using basic techniques such as DMAIC and how to identify Six Sigma Projects
- Use specific criteria to evaluate a project
- Discover root causes of a problem
- Design and install new controls to hold the gains and to prevent the problem from returning

Course Outline / Curriculum

Module One: Getting Started

- Workshop Objectives
- Pre-Assignment Review

Module Two: Understanding Lean

- About Six Sigma
- About Lean
- History Behind Lean
- Toyota Production Systems
- The Toyota Precepts
- Case Study
- Module Two: Review Questions

Module Three: Liker’s Toyota Way

- Philosophy
- Process
- People and Partners
- Problem Solving
- Case Study
- Module Three: Review Questions

Module Four: The TPS House

- The Goals of TPS
- The First Pillar: Just In Time (JIT)
- The Second Pillar: Jidoka (Error-Free Production)
- Kaizen (Continuous Improvement)
- The Foundation of the House
- Case Study
  Module Four: Review Questions

Module Five: The Five Principles of Lean Business

- Value
- Value Stream
- Flow
- Pull
- Seek Perfection
- Case Study

Module Five: Review Questions

Module Six: The First Improvement Concept (Value)

- Basic Characteristics
- Satisfiers
- Delighters
- Applying the Kano Model
- Case Study
- Module Six: Review Questions

Module Seven: The Second Improvement Concept (Waste)

- Muda
- Mura
- Muri
- The New Wastes
- Case Study
- Module Seven: Review Questions

Module Eight: The Third Improvement Concept (Variation)

- Common Cause
- Special Cause
- Tampering
- Structural
- Case Study
- Module Eight: Review Questions

Module Nine: The Fourth Improvement Concept (Complexity)

- What is Complexity?
- What Causes Complexity?
- How to Simplify?
- Case Study
- Module Nine: Review Questions

Module Ten: The Fifth Improvement Concept (Continuous Improvement)

- The PDSA Cycle (Plan, Do, Study, Act)
- The DMAIC Method
- Case Study

Module Eleven: The Improvement Toolkit

- Gemba

Genchi Genbutsu

- Womack’s Principle
- Kaizen
- A Roadmap for Implementation
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up

- Words from the Wise

Target Audience

Key Course Benefits

Work-Ready Skills

Delegates leave with practical tools, templates and methods they can apply immediately at work.

Better Institutional Results

The programme supports stronger planning, reporting, compliance, accountability and service delivery.

Sponsor-Friendly

This document is designed to help supervisors, HR units and sponsors approve delegate participation quickly.

Professional Recognition

Delegates receive training documentation and a certificate of completion after successful participation.

Our Training Centres & Delivery Options

Magna Skills offers flexible delivery through face-to-face training centres across Africa and beyond, plus Online / E-Learning for delegates who prefer remote participation.

Southern Africa

Practical training destinations with strong travel access and delegate support.

- Pretoria, South Africa
- Vic Falls, Zimbabwe
- Livingstone, Zambia

East Africa

Popular regional centres for government, NGO and donor-funded project teams.

- Kigali, Rwanda
- Kampala, Uganda
- Nairobi,
- Zanzibar, Tanzania

West Africa & Islands

Strategic locations for regional networking and executive capacity building.

- Accra, Ghana
- Port Louis, Mauritius

International Executive Venue

Premium destination training for senior teams and international delegates.

- Dubai, United Arab Emirates

Online / E-Learning

Attend from anywhere through live online, blended or self-paced learning options.

- Online, E-Learning
- Remote Teams
- Flex

Organisation-Based Training

Magna Skills can also arrange dedicated in-house training for ministries, NGOs and companies.

- Onsite
- Custom Dates
- Group Training

Ready to Nominate Delegates?

Use the links below to register, review the live course page or contact Magna Skills for organisation-based training support.

Register / Apply Online | **View Full Course Page**

About Magna Skills

Magna Skills Development Institute provides practical capacity building programmes for government departments, NGOs, public institutions, donor-funded projects and private sector professionals across Africa. Our training approach combines expert facilitation, real workplace case studies, practical tools, post-training support and professional documentation that helps organisations strengthen staff performance and service delivery.

Government Training | NGO Capacity Building | Corporate Workshops | Online Learning | Face-to-Face Training | Certifica

Approval & Authorisation Form

This section may be completed by the organisation, department, HR office, finance office or sponsor approving delegate participation. It can be attached to an internal memo, procurement request or training approval submission.

Organisation / Department	
Delegate Name(s)	
Approved Course	Lean Process and Six Sigma
Preferred Delivery Mode	☐ Online ☐ Face-to-Face ☐ Organisation-Based Training
Preferred Training Venue / Date	
Estimated Number of Delegates	
Budget / Vote Number	
Contact Person	
Email / Mobile	

Authorised Name _____ Signature / Stamp _____ Date _____