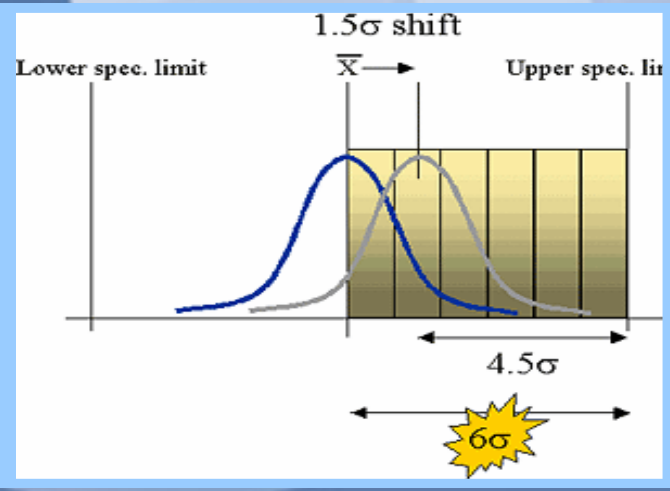


2-day

Lean 6-Sigma Training Program



Core Value of the Program

Ensuring client satisfaction; Service Quality and Productivity; Continuous Process improvements; Minimizing Customers Complaints; Enhancing volume and Sales Growth; Modelling for Arrival & Service patterns of Jobs; Sampling Inspection & new data capturing plans and System Study.

29 & 30 March 2010 @
Graduate School of Business Auditorium,
Universiti Sains Malaysia (USM), PENANG

Who Will Benefit?

Policy Decision Makers, Social Scientists, Data Analysts, QCC Facilitators, Executives, Section Heads, Supervisors and Team Operators.

Organised by:



COURSE OBJECTIVES

1. Improve understanding of Six Sigma and its implementation;
2. Provide basic understanding of DMAIC, DMAIC (Lean) and DMADV methodologies;
3. Demonstrate & Use common Six Sigma tools on your job;
4. Enhance Six Sigma conversational ability;
5. Recognize the concept of variation and explain why it is the enemy;
6. Recognize the difference between Voice of the Process (VOP) and Voice of the Customer (VOC) and how to use Process Capability to compare them;
7. Provide basic understanding on Quality Assurance and Quality Control plans - 7 QC Tools;
8. Inferential Statistics and its relevance to Lean Six Sigma.

COURSE CO-ORDINATOR

ASSOC. PROF. KRISHNASWAMY JEYARAMAN has 24 years of experience as a professor in Statistics. He has a wide range of experience in data analysis using Statistical Software and carried out some major projects for National and International organizations. He is well versed in Statistical analysis particularly in Model Building, Estimation of parameters, Forecasting and predictive Inferences, categorical data analysis and Follow-up studies.

He has produced 11 Ph.D., research scholars in analytical and applied statistics on an interdisciplinary basis and published 27 research articles in International and National Journals. He has been providing an extensive training for the executives of IT; Banking; BPO & KPO call centres; Manufacturing Industries for six-sigma Green Belt and Black Belt courses on Total Quality Management. He has also been an active member of the quality planning and assurance teams and has worked with clients like WHO, E-Merk, Ford, Motorola, Airtel, Lason, Careers India, Prumatec, Astron, Office Tiger and Cadensworth (Intel) among other multinational companies.

REGISTRATION FEE

RM800.00

(Covers course material, refreshment including lunch and Certificate of Attendance.)

EARLY BIRD DISCOUNT (register before 20 March 2010)

RM700.00 per participant

Group discounts are available upon request. (minimum of 3 participants from the same company/organisation)

ENQUIRIES

Technical Details:

ASSOC. PROF. KRISHNASWAMY JEYARAMAN
Graduate School of Business,
Universiti Sains Malaysia
04-653 3888 EXT 2332
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dr_kjraman@usm.my

Registration and others:

KHAIROL ANUAR HAZIR MOHAMMED
USAINS Holding Sdn Bhd
04-653 4372 / 012-286 9048
khairol@usainsgroup.com / khairol_usains@yahoo.com

ACCOMMODATION

Recommended:

USM GUEST HOUSE

Universiti Sains Malaysia
11800 USM Pulau Pinang.
Tel: 04-653 2030 / 04-653 2050
Fax: 04-659 7124
E-mail: guesthouse@usainsgroup.com
www.usainsgroup.com/guesthouse

HOTEL VISTANA

213, Jalan Bukit Gambir
Bukit Jambul, 11950 Pulau Pinang.
Tel: 04-646 8000
Fax: 04-646 8343
www.ytlhotels.com.my

B-SUITE

B Tower, Bayan Point
19 Medan Kampung Relau
11900 Bayan Lepas, Pulau Pinang.
Tel: 04-646 7777
Fax: 04-644 5000
www.b-suite.com.my

THE KRYSTAL SUITES

Jalan Tun Dr. Awang
11900 Bayan Lepas, Penang.
Tel: 04-613 3333
Fax: 04-613 3332
www.thekrystalsuites.com

CERTIFICATE OF ATTENDANCE

Upon successful program completion, participants will be presented with a Certificate of Attendance. This will reflect on your commitment towards your continued personal and professional development.

LEAN 6-SIGMA TRAINING PROGRAM PROGRAM SCHEDULE

DAY 1 : 29 MARCH 2010

8:30 am – 8:55 am	Registration
9:00 am – 10:00 am	Session 1 – Introduction to Six Sigma (Six Sigma Overview) What is Six Sigma? Your role in Six Sigma; Overview of Six Sigma Methodologies; Understanding Variation
10:00 am – 11:00 am	Session 2 – Understanding DMAIC Team Charter; VOC; CTQs / CTPs; SIPOC and Process Mapping.
11:00 am – 11:15 am	<i>Tea Break</i>
11:15 am – 1:00 pm	Session 3 – Brainstorming; Affinity, 5 Whys's; Fishbone; Collecting Data, Root Cause Analysis
1:00 pm – 2:00 pm	<i>Lunch Break</i>
2:00 pm – 3:00 pm	Session 4 – 7QC Tools, Maintaining Control-Tools, Control Charts, Control Plan
3:00 pm – 4:00 pm	Session 5 – DMAIC (LEAN) Overview and Tools
4:00 pm – 4:15 pm	<i>Tea Break</i>
4:15 pm – 5:15 pm	Session 6 – Understanding DMADV, Tools of DMADV
5:15 pm – 5:30 pm	Case studies

DAY 2 : 30 MARCH 2010

9:00 am – 10:00 am	Session 7 – Data Type & Data Description
10:00 am – 11:00 am	Session 8 – Probability Distributions and Sampling
11:00 am – 11:15 am	<i>Tea Break</i>
11:15 am – 12:15 pm	Session 9 – Statistical Inference; Confidence bounds
12:15 pm – 1:15 pm	Session 10 – Parametric tests ; Non-Parametric test
1:15 pm – 2:00 pm	<i>Lunch Break</i>
2:00 pm – 3:00 pm	Session 11 – Process Capability Analysis
3:00 pm – 4:00 pm	Session 12 – Gage RR Analysis
4:00 pm – 4:15 pm	<i>Tea Break</i>
4:15 pm – 5:15 pm	Case Studies on Statistical Data Analysis for Live Commercial Projects
5:15 pm – 5.30 pm	Course Evaluation
5:30 pm – 5:45 pm	Certificate Of Attendance Presentation

REGISTER NOW !

LEAN 6-SIGMA TRAINING PROGRAM

Contact: Khairol Anuar at 04-653 4372 / 012-286 9048 / email: khairol@usainsgroup.com or khairol_usains@yahoo.com

Fax or send registration form to : **USAINS Holding Sdn. Bhd.**, Ground Floor, Kompleks EUREKA, Universiti Sains Malaysia, 11800 USM PENANG. Fax : 04-657 2210

Please register the following name/names: (Please use separate sheet, if required)

Item	Participants Name (Please print clearly or attach business card)	Position & Email
*1.		
2.		
3.		
4.		
5.		
Industry Sector:		
Company:		
Address:		
Postcode:		
*Primary Person:		*Mobile Phone:
*Telephone No.:	*Fax No.	*E-mail:

Mode of Payment

		Number	Bank	No. of Participants:	
I enclose	<input type="checkbox"/>	Crossed Cheque		Early Birds:	
	<input type="checkbox"/>	Bank Draft		Group Discount:	
	<input type="checkbox"/>	Money Order			
	<input type="checkbox"/>	LO/PO		Total Sum:	RM
Payment must be made payable to 'USAINS Holding Sdn. Bhd.'.					

1. **Bank Transfer** [Please fax your Bank-in Slip (Print your name & details on the slip)].

Payee Name: **USAINS Holding Sdn. Bhd.**
Details: **LEAN 6-SIGMA TRAINING PROGRAM**
Name of Bank: **CIMB Bank Berhad (USM Branch), Universiti Sains Malaysia, 11800 USM Penang.**
Account Number: **0709-0006708-05-7**

2. A **Local Order (LO)** or **Purchase Order (PO)** must be presented before the event.

The Organizer reserves the right to refrain a registered participant from taking part in the event if no proof of payment can be presented. This only applies to registered participants who have NOT paid the registration fee PRIOR to the event date.

Cancellation / Substitution

A full refund less administration fee of RM50.00 will be given for cancellation received not later than 5 days before the course. No refund will be made after this period. However, substitute participants are welcomed at no extra charge provided written notice of at **least 5 days** before the event is given to the Organizer.

Disclaimer

The Organizer reserves the right to reschedule or cancel any part of its published programme or venue due to unforeseen circumstances and will not accept liability for costs incurred by participants or their organizations for the cancellation of travel arrangements and/or accommodation reservations as a result of the course being cancelled or postponed. Advance notice will be given if there is such changes or cancellation.