

A Manager's Guide to Successfully Executing Lean Six Sigma

GoSkills online course syllabus

Skill level

Beginner

Lessons

19

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Pre-requisites

No prior experience needed

Video duration

1h 18m

Estimated study time

1h 18m

Instructor

Jonathon Andell

Introduction

1 Why LSS

Investing in Lean Six Sigma (LSS) can benefit your organization for years to come.

What is LSS

2 Quality equals capitalism

Lean Six Sigma (LSS) is a powerful management approach.

3 In a nutshell

LSS is scientifically proven to be better than "traditional" management methods.

4 Teamwork and customers

LSS focuses on everyone working together to serve the customers, by treating one another as our internal customers.

People and Relationships

5 Everyone, everywhere, every day

A key benefit of LSS is that every single associate, in every single aspect of the business, is a potent resource for delivering tangible results - not just in cost savings, but in safety, reducing employee fatigue, environmental stewardship, and all dimensions of being outstanding yet profitable corporate citizens.

6 Respect and humility

When people feel trusted and respected, they go above and beyond to deliver.

7

Go see

When we go see, ask questions, and show respect, we gain access to deep reserves of process knowledge, talent, and ingenuity.

8

Systems thinking

Changes in one part of an organization inevitably impact other parts, in ways that we don't always anticipate.

Process Thinking

9

Blame game means losing

Seeking to "blame" somebody for errors drives people to conceal issues, or throw others under the bus for self preservation - "a bad system beats a good worker nearly every time." After this lesson, you'll be able to help people feel safe learning from mistakes and turning errors into improvements.

10

Consistency and standardization

The best LSS organizations find the best currently known way of doing tasks, and locks everybody into doing things that way - and as improvements are discovered, those improvements quickly become part of the locked in best practices.

11

Simplicity with rigor

Even improvements that seem "obvious" need to be tested to make sure they work without unexpected downsides.

12

Make it obvious

A cornerstone of LSS is to make things obvious: how to do the work, what success looks like, how to avoid mistakes, and how to know whether we are "winning or losing" today.

Data Usage

13

Develop effective metrics

If people are rewarded or punished based on meeting poorly designed metrics, self survival will drive them to make the numbers look good - even if doing so harms the organization or its customers.

14

Obtain dependable data

Just because data result from automation doesn't mean that the numbers that ensue are accurate or complete, because measurement itself is a process that warrants ongoing improvement.

15

Use data effectively

Some fluctuations in data are "normal" for the current process, while other fluctuations are signals that something has changed - and misreading the signals can lead to decisions that waste resources without fixing anything.

Success Factors

16 **Personal commitment**
It's not enough to tell people what to do, you must give them consistent examples of how to behave.

17 **Persistence and discipline**
Not everybody will understand the benefits of LSS, and some will feel threatened by it.

18 **Communication**
People require messages to be broken into small pieces, delivered repeatedly, and updated regularly.

Conclusion

19 **Begin your journey**
Thank you for watching this course!

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