

## Weeks 1 and 2: Process Management for Process Owners

### Day One

- Course Overview
- Introduction to Six Sigma
- Overview Process Management
- Step 1: Set Direction Level 1
  - Step 1.1: Identify Big Y's
  - Step 1.2: Plot Big Y's Over Time
  - Step 1.3: Identify Core Processes
  - Step 1.4: Relate Y's to Process
  - Step 1.5: Calculate Sigma

### Day Two

- Step 1.5: Calculate Sigma (cont.)
- Step 1.6: Select Level 2 Core Processes
- Step 2: Identify Processes/Requirements Level 2
  - Step 2.1: Map Core Process
  - Step 2.2: Understand VOC, ID Little Y's

### Day Three

- Step 2.2: Understand VOC, ID Little Y's
- Step 2.3: Update Process Sigma
- Step 2.4: Select Detailed Process(es)
- Step 3: Build Monitoring Plan
  - Step 3.1: Map Detailed Processes
  - Step 3.2: Determine Y's and X's

### Day Four

- Step 3.2: Determine Y's and X's (cont.)
- Step 3.3: Draft/Revise Monitoring Plans
- Step 3.4: Are All Selected Detailed Monitoring Plans Drafted?
- Step 3.5: Are All Selected Level 2 Core Process Monitoring Plans Complete?

### Day Five

- Step 4: Use Process Monitoring Plans to Review Process Performance
- Step 5: Any Changes Needed?
- Step 6: Standardize and Replicate
- Step 7: Act
  - Step 7.1: Need for Radical Improvement?

### Day Six

- Step 7.2: Process Improvement
- Step 7.3: Process Design
- Step 7.4: Integrate Into Process Management System