



Lean Process and Six Sigma

SEHG-SV-2955 · Business · approx. 1 min seat time · English · 100% online, self-paced

Accreditation & industry alignments: none verified on record — institutional accreditor mapping pending

COURSE DESCRIPTION

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.

WHO THIS COURSE IS FOR

Working professionals, team leads, and career-changers who want practical, job-ready Business skills — no prior coursework required. Teams and organizations can enroll groups for consistent, measurable upskilling.

SKILLS & LEARNING OUTCOMES

Upon completion, the student will be able to:

- 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

WHAT'S INCLUDED

- 1 clock hour(s) of self-paced online learning
- 12 course modules
- 0 instructional videos — 0 minutes of total video runtime
- This syllabus (PDF), downloadable for reference
- Official SEHG Certificate of Completion upon finishing the course
- Language editions: English

Delivered 100% online and self-paced in the SEHG learning platform. This section lists the materials currently delivered for this course.

MODULE MAP

- **Module 1 — Introduction**
 - Course Objectives
- **Module 2 — Understanding Lean**
 - About Six Sigma
 - About Lean
 - History Behind Lean
 - Toyota Production Systems
 - The Toyota Precepts
- **Module 3 — Liker's Toyota Way**
 - Philosophy
 - Process
 - People and Partners
 - Problem Solving
- **Module 4 — 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
- **Module 5 — The Five Principles of Lean Business**
 - Value
 - Value Stream
 - Flow
 - Pull
 - Seek Perfection
- **Module 6 — The First Improvement Concept (Value)**
 - Basic Characteristics
 - Satisfiers
 - Delighters
 - Applying the Kano Model
- **Module 7 — The Second Improvement Concept (Waste)**
 - Muda
 - Mura
 - Muri
 - The New Wastes
- **Module 8 — The Third Improvement Concept (Variation)**
 - Common Cause
 - Special Cause
 - Tampering
 - Structural
- **Module 9 — The Fourth Improvement Concept (Complexity)**
 - What is Complexity?
 - What Causes Complexity?
 - How to Simplify?
- **Module 10 — The Fifth Improvement Concept (Continuous Improvement)**
 - The PDSA Cycle (Plan, Do, Study, Act)
 - The DMAIC Method
- **Module 11 — The Improvement Toolkit**
 - Gemba
 - Genchi Genbutsu

- Womack's Principle
- Kaizen
- A Roadmap for Implementation
- **Module 12 — Assessment**

COMPLETION & CERTIFICATION

Completion-based: a certificate of completion is issued after all course videos have been viewed. The certificate of completion is non-credit. This course does not currently carry academic credit or CEUs.

OFFICIAL SEHG CERTIFICATE

Graduates receive the official Synergy University Education Certificate of Completion — issued by the Office of the Registrar with a unique credential ID, shareable to LinkedIn and verifiable online.

Every certificate carries a unique credential ID — verify at:

SynergyEducation.AI/verify

SUPPORT, ACCESS & POLICIES

- Support: CEO@SynergyEducation.AI
- Accessibility: ADA/WCAG 2.1 AA-first delivery; accommodations available on request.
- Academic integrity and refund policies: per SEHG student handbook.

Enroll Today

Tuition per learner (Essentials tier) — enroll online with the course code below.

\$49 · SEHG-SV-2955 · SynergyEducation.AI

Also available: instructor-led workshop kits for teams — in-person training agendas, playbooks, and facilitator materials built on this course. Contact CEO@SynergyEducation.AI.