



Process Capability & Performance

... for Technicians, Engineers, Managers & Continuous Improvement Practitioners

Throughout the instructional process, candidates discover how to apply process capability and performance concepts in a scientific manner for solving critical manufacturing, engineering, service, administrative, and business process problems. The focus is on the in-depth understanding and application of process capability and performance techniques and analysis.

Course Curriculum:

A process that cannot yield a product or service that meets a desired standard of performance cannot hope to satisfy customers and remain competitive. To satisfy customers and remain competitive requires a stable and predictable process. If a process is unstable, future predictions cannot be made with confidence hence costs are unpredictable and the organization suffers financially. In this course, learn how to assess the capability and performance of your business processes and how to establish the framework for an effective process management system that drives business improvement. Such a process management system is a requirement of the new ISO9000:2000 standard.

This important course will enable you to walk away with an in-depth understanding of:

- ▲ The Basic Properties of Data
- ▲ Histograms
- ▲ Numerical Measures of Location and Spread for Sets of Data
- ▲ Understanding Process Behaviour
- ▲ Individual & Moving Range Charts
- ▲ The Quality Loss Function
- ▲ Process Capability and Performance Indices
- ▲ Testing for Normality
- ▲ The Standard Normal Curve
- ▲ Transforming Data to Achieve Normality
- ▲ Process Capability & Performance Analysis Using Minitab
- ▲ Process Performance Measurement & Management

Highlights and Outcomes:

- ▲ Perform Process Capability & Performance Analysis using Variable Data.
- ▲ Identify sources of common & special cause variation.
- ▲ Interpret findings and suggest areas for improvement in process capability and/or performance.

Course Materials:

All materials are easy to follow, user friendly, and have been knowledgeably prepared to communicate a complete understanding of the methods used in measuring evaluating process capability & performance. These materials will be a valuable reference in your future endeavors.

Participant's shall receive a Certificate of Completion.

Registration:

If you wish to attend this Six Sigma course you may register online at www.tkmg.org/ContactUs. Please fill out the Contact Us form with your specific request and we will

Program Specifications:

- ▲ **Audience** - Technicians, Engineers, Managers, & Continuous Improvement Practitioners
- ▲ **Length** - 3 Days
- ▲ **Delivery Process** - Classroom / Lecture with class participation
- ▲ **Materials** - Participant workbooks w/ examples & class exercises
- ▲ **Instructional Leader** - Knowledge Management Group Practitioner
- ▲ **Class Size** - 6 to 14 participants

About Us:

The Knowledge Management Group is an established & proven service organization that is an authority in the application of statistical methods and Six Sigma to improve business performance.

Contact Us:

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