



Six Sigma PH



Six Sigma for Service Industry

Lean Six Sigma
Program Outlines

Re-designed for **Service Industry**
by "The Six Sigma Guy"

ask@6sigmaPH.com | www.6sigmaPH.com | Makati City, Philippines

+632-7980-6690 | +63917-190-4669

OUR STUDENTS' PERFORMANCE

Let us help you...

Know what counts. Measure what matters. Deliver results.

and together, we will...

Cut costs. Reduce wastes. Lower your overheads.

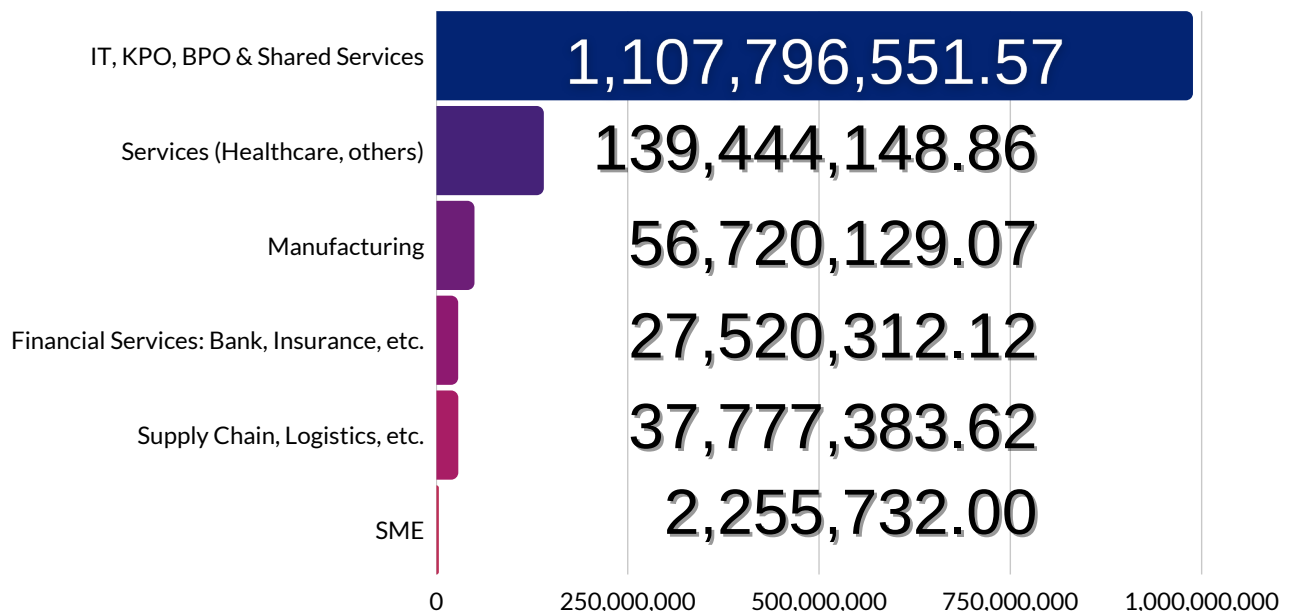


Total realized cost savings of our clients
from 7JUN2013 to 4JAN2024:

₱1,371,514,257.24

\$24.62B

By Industry:



PARTIAL LIST OF RECENT CLIENTS



PHOENIX



Shopee



Smart



CONCENTRIX™



accenture



BPI-PHILAM
LIFE ASSURANCE CORP.
A subsidiary of Philam Life and an affiliate of BPI



HOME
CREDIT



DE LA SALLE COLLEGE OF SAINT BENILDE
1988



EMBASSY OF THE UNITED STATES OF AMERICA
MANILA



Teleperformance
each interaction matters



Universal
Robina



St. Luke's
Medical Center
Quezon City · Global City



VISA



UNILAB

Trusted Quality Healthcare



Max's
RESTAURANT
since 1945



TOYOTA



LBC



PETRON



AMERICAN
EXPRESS



Dole



PNB
You first.



IRRI International Rice
Research Institute



Animo
Labs
Technology Business Incubator



SGV
Building a better
working world



Personiv
an eCleryx company
MOUNT GRACE
HOSPITALS, INC.



HINO



NGCP
BRIDGING POWER & PROGRESS



DSWD
Department of Social Welfare and Development



goldilocks



ORACLE
NetSuite



CHUBB



INGRAM
MICRO



maxeon
POWERING POSITIVE CHANGE™



KMC



AXADRA
PEOPLE | STRATEGY | PROCESS | TECHNOLOGY



CONVERGE
ICT SOLUTIONS INC.



DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES
1987



PLDT



ICRC



ABS-CBN
GLOBAL
In The Service Of The Filipino Worldwide



DE LA SALLE UNIVERSITY
MANILA



BDO



CHROMA



Maybank



sagility™

TESTIMONIALS



"We had an excellent Lean Six Sigma training today. I enjoyed meeting everyone and had a great time sharing insights and doing interactive simulations. Looking forward to improving processes in our organization soon!"

ANNA PAULINE SINGSON-VILA

Chief operating officer
CTO Global Services, Inc.



"Highly recommended! They truly provide experiential and reflective learning. The simulation exercises are very fun, exciting, and most importantly insightful. Great teamwork and process improvement! This is one of the most productive workshops I've attended. Imagine learning in just a day how to reduce non-value adding process, decrease defects and wasted efforts thereby reducing cycle time and enhancing customer value satisfaction!"

GUISHEL LOZANO

Fund Accounting Manager
The Citco Group Limited



"The simulation exercises gave the participants a chance to learn concepts in a dynamic and fun way. I have never experienced any training that is this good yet exciting until the very end. Thank you and more power!"

MICHAEL BAYUNGAN

AVP Procurement & Logistics
Lamoian Corporation



"A very innovative, interactive, and engaging way of learning Lean Six Sigma. I appreciate the simulation activity which helped us understand the principles, techniques, and application of Lean Six Sigma in the easiest and most practical ways. Thank you, Sir Rex and Six Sigma PH for a very fun and rewarding experience."

BUENALIVIA OLATAN

Philippine Council for Health Research and Development
Administrative Officer V

6,000+ More Testimonials of 'Real' students on Google and Facebook
www.fb.com/sixssigmaphilippines/reviews



WHAT MAKES US DIFFERENT?

1

We are focused. We have highly-specialized expertise in Lean Six Sigma for Service Industry. Unlike others who offer other non-Six Sigma programs, **we only have ONE service on our training menu:** The Best Lean Six Sigma training you could experience.

2

We are home to **Rex Tuozo "The Six Sigma Guy"**- the most sought-after Lean Six Sigma Master Black Belt Trainer in the Philippines, popular for making Lean Six Sigma simple, practical & effective for non-engineers/ non-math majors using **experiential & and reflective learning methodology.**

3

Rex "The Six Sigma Guy" **redesigned the Six Sigma Curriculum** to fit the unique needs of the **Service Industry.** All other Lean Six Sigma Training companies still use the old curriculum of Motorola and GE, designed for the Manufacturing Industry's Engineers & Statisticians.

4

Rex "The Six Sigma Guy" developed the "**Six Sigma Circuit™**", a set of tools unique to Six Sigma PH. It accelerates Lean Six Sigma business results and saves 3 months' worth of project management time.

OUR COMPANY & NETWORK

At Six Sigma PH, we don't believe training needs to be complex to be valuable. We use the 'experiential and reflective learning' methodology for training to be practical, understandable, and engaging for adult learners.

Our goal is to facilitate learning and help you obtain expertise in the tools that will lead to ongoing success. Our practical approach to training allows non-engineers and non-math majors in the Service Industry to embrace the philosophy and implementation of Lean Six Sigma.

We are committed to helping you master the skills that will deliver a substantial ROI.

Six Sigma PH is currently the only Lean Six Sigma training company in the Philippines accredited by ISSSP.

ISSSP is the leading non-profit organization promoting the high standards and values that Lean Six Sigma operates by, established in 1997.



Six Sigma PH is a proud member of:



Six Sigma PH is the authorized reseller in the Philippines.





94% of our clients are from the Service Industry including ITBPO, KPO, Financial Services, Healthcare, Education, Hospitality, Food & Beverage, Retail, Real Estate, Academe, MSMEs.

MESSAGE FROM "THE SIX SIGMA GUY"

"As the number 1 Lean Six Sigma School in the Philippines, our purpose is clear- we equip Filipino Talents and Service Industry Companies with proven and relevant process improvement skills to fulfill their unique potential. That is what we have been doing for over 11 years.

People are at the heart of everything we do. Our students and service industry corporate clients see us as a trusted process improvement coach, helping them to fulfill their career aspirations and build exceptional business processes.

We do this through facilitating our updated Lean Six Sigma training curriculum, which I redesigned in 2012 specifically for the unique needs of the Service Industry, with the help of the Philippine Society for Learning & Development.

I also developed the already proven and time-tested "Six Sigma Circuit™"- a set of tools unique in Six Sigma PH, that accelerates Lean Six Sigma business results and saves 3 months' worth of project management time.

To our students, you are the hero, we are your guide. We'll coach you with the tools and you'll lead significant changes for yourself, your colleagues, and your business."

Rex Tuozo
REX TUOZO "THE SIX SIGMA GUY"

Lean Six Sigma Master Black Belt
Six Sigma PH

"The Six Sigma Guy's"

SIX SIGMA RESUSCITATION PROGRAM

RESUSCITATE THE INVESTMENT OF YOUR SIX SIGMA INITIATIVE

FOR ALL INDUSTRY | DURATION TO BE DETERMINED
CORPORATE OR IN-HOUSE MIN. NO. OF PARTICIPANTS: 15



Recommended for

- Companies who initially hired a not-so-effective Lean Six Sigma Trainer.
- Companies who have invested a significant amount of investment-money and time, to organize a Lean Six Sigma Initiative are stalled due to unknown/ multiple reasons.
- Companies who find it hard to complete and close process improvement projects.
- Companies that used to have a Six Sigma initiative.

Description

- QUICKLY complete process improvement projects like never before. LEARN Lean Six Sigma Accelerators. RECOVER the money you spent in attending a "not so effective" Lean Six Sigma training program and be Six Sigma Circuit™ certified by no less than Rex "The Six Sigma Guy".

What to Expect

- Six Sigma PH shall help you diagnose what went wrong using Lean Six Sigma Initiative Critical Success Factors, a research written by Rex Tuozo "The Six Sigma Guy" presented at the 2015 Six Sigma Conference.
- Six Sigma PH team to have access to Organizational Leaders specifically the CEO, President, and Management Team.

Key Takeaways

- Identify and address missing Lean Six Sigma Initiative Critical Success Factors.
- Trained belts shall have a working knowledge and learn how to facilitate the SIX SIGMA CIRCUIT™- a best-practice set of tools developed by Rex Tuozo "The Six Sigma Guy" to quickly complete process improvement projects and could save as much as 3 months' worth of project hours.

Certified Lean Six Sigma Green Belt



Hiro Masuda, CSSGB
Asst. Secretary (DENR)
Department of Environment
and Natural Resources



Adam Keogh, CSSGB
Group General Manager
Employers Mutual, Ltd.



Leomhar Padaoan, CSSGB
APAC Regional Operations Manager
Sodexo Onsite Services



Karen Meñez, CSSGB
Vice President and Division Head
Philippine National Bank



Rico Deonaldo, CSSGB
Head of Quality
Canva

"The Six Sigma Guy's"

LEAN SIX SIGMA YELLOW BELT CERTIFICATION ONLINE WORKSHOP

**AN EXPERIENTIAL LEARNING PROGRAM | 2 DAYS
CONTACT SALES FOR PRICING**

Corporate or In-house min. no. of participants: 15



Recommended for

- Everyone.

Description

- This program is an intensive and hands-on game simulation, designed by "The Six Sigma Guy", using the Lean Six Sigma process improvement toolbox.
- It is a one-day group experiential learning exercise that comes as close as you can get to a real-life process improvement experience.
- It's fun, hands-on, and fast-paced, and is consistently being rated by participants as one of their most valuable training experiences.

What to Expect

- This workshop is not for those looking to sit back and listen to theory. You should come prepared to work hard with others in a collaborative, time-boxed, result-driven environment.
- Participants learn in bite-sized pieces and immediately apply the tools to reach the objectives of the game simulation.
- On the 2nd day, participants apply the process improvement tools learned on the 1st day with actual work processes, making the learning program more effective and relatable.
- Opportunity to conduct a Lean Six Sigma Yellow Belt project and get another certificate.

Key Takeaways

- Understand the language of Lean Six Sigma, its methodology, and tools.
- Have a working knowledge of the process improvement tools and when to apply them.
- Learn how to remove non-value-added activities in their work processes.
- Experience how to overcome the barriers between managers and employees.
- Discover how imprecise, ambiguous information may stall continuous improvement.
- Learn how to analyze data and identify areas for improvement.
- Realize the dramatic improvements that come with paying attention to customers and measuring and analyzing core processes.
- Construct and analyze the SIPOC diagram, Current-state Value Stream Maps, Qualitative Analysis, Sigma Calculation, Pareto Chart, Process Capability, Project Charter, and Control Chart.

KHRISTINE "KHRISSY" BAINO

Learning & Development Manager of Highclere, Inc.

Lean Six Sigma Black Belt Consultant of Six Sigma PH

Certified Customer Experience Blueprint Facilitator™

Six Sigma PH



Be treated **BEST**

by your boss & peers

EXPERIENCE

Khrissy is the Learning and Development Manager of Highclere-Six Sigma Consulting Inc. and a Black Belt consultant of Six Sigma PH. She is one of the National Convention Core Committee Members of the Philippine Society for Talent Development and studied mass communication at the City College of Manila. She is trained in Scrum Master, Design Thinking, Project Management, and other agile, HR, and leadership programs.

She is a former Account Manager and Team Coach of various BPO companies with a wide array of experiences including Sales, Collections, Customer Service, Tech Support, Travel, Telco, Gaming, and Banking.

She specializes in planning, directing, and coordinating the administrative functions of her organization. She oversees the recruitment, interviewing, and hiring of new staff; consults with the president on strategic planning; and serves as a link between the organization's management and its employees. She also takes care of client engagements for in-house inquiries and other corporate events. In 2023, she earned her Training Designer Certification.

PROFESSIONAL EXPERIENCE

Lean Six Sigma Black Belt Consultant, Six Sigma PH
December 2019 to present

Learning and Development Manager,
Highclere Consulting - the Change Experts
May 2019 to present

Quality Assurance Analyst, Paragon ICC, a Playtech company
November 2018 to May 2019

Shift Manager, Paragon ICC, a Playtech company
August 2014 to September 2018

One Pacific Place

HV Dela Costa Street, khrissy@6sigmaph.com
Salcedo Village, www.6sigmaph.com
Makati City, Philippines +63917-190-4669



"The Six Sigma Guy's"

LEAN SIX SIGMA GREEN BELT CERTIFICATION WORKSHOP

FOR SERVICE INDUSTRY | 9 DAYS

CONTACT SALES FOR PRICING

CORPORATE OR IN-HOUSE MIN. NO. OF PARTICIPANTS: 15



Recommended for

- Business owners, CEO/Presidents, Managing Directors, GMs, Senior Level Leaders, Managers, Supervisors, and those practicing continuous improvement within their organizations.

• EVERYTHING INCLUDED IN THE YELLOW BELT WORKSHOP

INTRODUCTION

- Lean Six Sigma Certification
- What is Lean Six Sigma
- History of Lean Six Sigma
- Lean Six Sigma Methodologies
- Six Sigma Roles & Responsibilities

DEFINE

- Purpose of Define Phase
- Elements of a Project Charter
- Communication Plan
- SIPOC Diagram
- Voice of the Customer
- Kano Analysis

MEASURE

- VOC to CTQ
- Performance Standard
- Types of Data
- Review of Descriptive Statistics
- Overview of Sampling
- Data Collection Plan

ANALYZE

- Sigma Score (Process Capability)
- Brainstorming and Organizing Potential Causes
- Lean
- Value Stream Mapping (VSM)
- Fish bone Diagram
- Histogram
- Dot Plots
- Pareto Chart
- Control Chart
- Overview of Hypothesis Testing

IMPROVE

- Evaluating Solution Ideas
- Prioritization Matrix
- Action Items Worksheet
- Pilot Plans and Solutions
- Tools for Displaying Results

CONTROL

- Importance of Control Phase
- Monitoring Process
- Control Charts
- FMEA
- Standardization and Kaizen
- Handover-Ownership

SOFT SKILLS (Integrated in the Program)

- Design Sprint Innovation Methodology by Google
- Diverge-Converge
- Facilitating Discussions
- Facilitating Decision Making
- Project Presentations
- Group Dynamics
- Intervention
- Understanding Conflicts

Capstone: THE SIX SIGMA CIRCUIT™

- The Six Sigma Circuit™ tools
- Facilitating the Six Sigma Circuit™
- Project Planning
- Project Consultation
- Next steps

ARTHUR FLORES JR., RN, MBB, CXAC

The Sprint King

Program Director of School of Design Sprint

Certified Lean Six Sigma Black Belt Consultant of Six Sigma PH

SYNOPSIS

Arthur Flores Jr. is the author of the First Filipino Guide Book in Design Sprint "How to Guarantee Success with Design Sprint".

He is a Certified Lean Six Sigma Black Belt of Six Sigma PH and an Innovation Director. During his corporate stint, he helped in the success of many local and overseas companies through his Process Improvement and Digital Transformation projects. He specializes in training all professionals and executives on how to create #InnovationThatWorks using Design Thinking v2.0. His students learn through experiential workshops designed to imitate real-life innovation challenges to promote deeper understanding and retention of knowledge by applying all the tools in real-time.

He uses a refined approach and methodology that fast-tracks the innovation process and eliminates uncertainty about whether customers would want to have a product or service. This leads to thousands of concept-to-product development hours being saved and prevents millions of costs and efforts from being wasted.

Today, he's focusing on moving the Philippines to be the next Innovation Center by teaching Lean Six Sigma and Design Sprint whilst managing his family's very successful "Quantifine Pharmacy".

HIGHLIGHTED COMPETENCIES

- A certified Data Science Professional by IBM International
- A certified Lean Six Sigma Black Belt Consultant and a registered nurse.
- Lead in handling multiple Process Improvement projects in varying Business Institutions.
- Spearheaded Digital Transformation of different foreign companies using a unique integration of Process Improvement and a refined version of Design Thinking.

PROFESSIONAL EXPERIENCE

Currently the Group Customer Experience Manager
Fortuna Entertainment Group

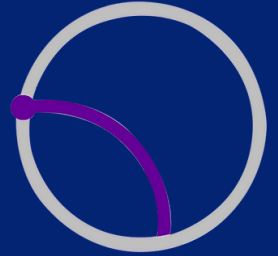
Program Director, Innovation Design Sprint
April 2017 to present

Lean Six Sigma Black Belt Consultant, Six Sigma PH
November 2015 to present.

Lean Digital Transformation Manager, Genpact
September 2016 to March 2017

Customer and Sales Manager
Paragon ICC a Playtech company
June 2012 to August 2016

arthure@schoolofdesignsprint.com
+63 9323441132



School of Design Sprint



"The Six Sigma Guy's"

LEAN SIX SIGMA BLACK BELT CERTIFICATION WORKSHOP

FOR SERVICE INDUSTRY | 24 DAYS

CONTACT SALES FOR PRICING

CORPORATE OR IN-HOUSE MIN. NO. OF PARTICIPANTS: 15



Recommended for

- Business owners, CEO/Presidents, Managing Directors, GMs, Senior Level Leaders, Managers, Supervisors, and those practicing continuous improvement within their organizations.

Description

- Lean Six Sigma Black Belts are key change agents- leading teams to organizational and financial improvement where it is needed most.
- "The Six Sigma Guy's" Lean Six Sigma Black Belt training is an extensive training program in group facilitation, change management, innovation, project management, quantitative and qualitative analytical skills, and group dynamics.
- Lean Six Sigma Black Belts are considered as the "Primary" Process Improvement Facilitators, devoted full-time to leading Lean Six Sigma and Innovation projects and helping Executives identify, and implement breakthrough improvements for enhanced bottom-line results.

What to Expect

- To make the training effective, participants are encouraged to attend a process improvement project pre-approved by an Executive Sponsor: either reduction of defects, or reduction of processing time.
- This workshop is not for those looking to sit back and listen to theory. You should come prepared to work hard with others in a collaborative, time-boxed, result-driven environment.
- Participants learn in bite-sized pieces and immediately apply the tools to their actual assigned projects.

Key Takeaways

- Participants shall have a working knowledge and learn how to facilitate the SIX SIGMA CIRCUIT™- a best-practice set of tools developed by Rex Tuozo "The Six Sigma Guy" to quickly complete process improvement projects and could save as much as 3 months' worth of project hours.
- Identify and clearly define process problems.
- Measure the size and opportunity of the problems.
- Efficiently generate probable cause reasons.
- Analyze data to discover and validate root causes.
- Develop and implement improvements.
- Set controls at a significantly improved performance level.

"The Six Sigma Guy's"

LEAN SIX SIGMA BLACK BELT CERTIFICATION WORKSHOP

FOR SERVICE INDUSTRY | 24 DAYS
CORPORATE OR IN-HOUSE MIN. NO. OF PARTICIPANTS: 15



GENERAL COURSE CONTENT

• EVERYTHING INCLUDED IN THE YELLOW & GREEN BELT PROGRAMS

DEFINE

- Starting your project
- Thinking in terms of process
- Understanding the Voice of the Customer
- What is Lean Six Sigma
- Data collection planning
- The Journey of DMAIC
- Lean Six Sigma implementation

MEASURE

- Data Collection
- Data Analysis
- Determining Process Sigma
- Process Analysis
- Graphical Tools
- Descriptive Statistics
- Measurement System Analysis (MSA)
- Value Stream Mapping (VSM)

ANALYZE

- Identifying Potential Causes
- Verifying Causes
- Cause and Effect Analysis
- Normal Theory
- Control Charts
- Correlation & Simple Linear Regression
- Hypothesis Testing: t-test, paired t-test, ANOVA, Chi-square
- Regression Analysis
- Design of Experiments

IMPROVE

- Lean
- Generating and selecting solutions
- Introduction to DOE
- Implementing Solutions
- Evaluating Results

CONTROL

- Error Proofing
- FMEA
- Standardization Methods and Training
- Process Monitoring and Control
- Communication and Future Plans

SOFT SKILLS (Integrated in the Program)

- Design Sprint Innovation Methodology by Google
- Diverge-Converge
- Facilitating Discussions
- Facilitating Decision Making
- Project Presentations
- Group Dynamics
- Intervention
- Understanding Conflicts

Capstone: THE SIX SIGMA CIRCUIT™

- The Six Sigma Circuit™ tools
- Facilitating the Six Sigma Circuit™
- Project Planning
- Project Consultation
- Next steps



REX JAYSON TUOZO, CIE, MBB, CMP, MBA

Founder and President of Six Sigma PH
Executive Director of School of Design Sprint

Rex "The Six Sigma Guy" Tuozo is the author of the 1st Lean Six Sigma book in the Philippines.

He is the premier and top-of-mind Lean Six Sigma trainer and consultant for the Service Industry in the Philippines. Sought after by companies because of his very practical approach: he makes Lean Six Sigma understandable, relevant, enjoyable, and engaging to accelerate Lean Six Sigma results and deliver substantial Return-On-Investments.

Just after graduation, he won the Best in Business Plan Competition at the UP Diliman Institute for Small-Scale Industries beating 15 universities nationwide. Rex has more than 10 years of experience in initiating and leading quality and Lean Six Sigma programs for service companies including Banking, Insurance, Telecommunications, IT, BPO, Shared Services, Medical Services, and SMEs which resulted in more than ₱500 Million and \$700,000 in annualized cost savings. In 2009, he placed 10th in the 1st Industrial Engineering Board Examinations in the Philippines.

He holds a degree in Industrial Engineering and Management Postgraduate units from De La Salle University and an MBA (Merit) at the Bradford University School of Management in the United Kingdom. Also, he performed twice in Tanghalang Pilipino's Theater Productions at the Cultural Center of the Philippines.

QUALIFICATIONS AND MEMBERSHIPS

Certified Lean Six Sigma Master Black Belt (MBB)
Certified PROSCI Change Management Practitioner (CMP)
Certified Industrial Engineer (CIE) 2009
Professional Industrial Engineer (PIE) 2015
Member of (American) Association for Talent Development (ATD)
Board Member, Philippine Society for Training and Development (PSTD)
Member of the International Society of Six Sigma Professionals (ISSSP)
Founding Member of the Philippine Master Black Belt Council (PMBBC)
Member of the American Society for Quality (ASQ)
Member of the International Association of Facilitators (IAF)
Member of the Philippine Academy of Management (PAoM)
Member of the Philippine Society for Quality (PSQ)
Philippine Partner of e-Learning ASEAN
Philippine Partner of Minitab Statistical Software
Master in Entrepreneurship (Candidate), Asian Institute of Management (AIM)
2016 Most Outstanding Alumnus, De La Salle University (DLSU),
College of Engineering, Architecture and Technology
Google Scholar, 2012-Present
Certified Six Thinking Hats Facilitator by Edward de Bono Methods
Certified Design Sprint Facilitator by AJ & Smart



One Pacific Place

HV Dela Costa Street,
Salcedo Village,
Makati City, Philippines

aske@6sigmaph.com
www.6sigmaph.com
+632-357-6830

rex_tuozo@dlsu.edu.ph
rex@6sigmaph.com
+63928-507-5744

"The Six Sigma Guy's"

CUSTOMER EXPERIENCE BLUEPRINT™

CERTIFICATION WORKSHOP

FOR SERVICE INDUSTRY | 0.50 DAY

CONTACT SALES FOR PRICING

CORPORATE OR IN-HOUSE MIN. NO. OF PARTICIPANTS: 15



Recommended for

- Business owners, CEO/Presidents, Managing Directors, GMs, Senior Level Leaders, Managers, Supervisors, and those practicing continuous improvement within their organizations.

Description

- In this session, you'll bridge the gap between customers and service providers through creating a Customer Experience Blueprint™. Learn how to create an experience that is useful and desirable to the customer, while efficient and effective to the company.
- It is a half-day group experiential learning exercise that comes as close as you can get to a real-life Customer Experience Blueprint™ mapping session.
- It's fun, hands-on, and fast-paced, and is consistently being rated by participants as one of their most valuable training experiences.

What to Expect

- This workshop is not for those looking to sit back and listen to theory. You should come prepared to work hard with others in a collaborative, time-boxed, result-driven environment.
- Participants learn in bite-sized pieces, and immediately apply the tools to reach the objectives of the game-simulation.
- OPTIONAL Certification Requirement: After class, a participant may submit a documented proof that he/she facilitated a Customer Experience Blueprint™ mapping session with the outcome.

Key Takeaways

- Learn **how** and **when** to facilitate a **Customer Experience Blueprint™** mapping session.
- Learn how to pinpoint where things could be improved or where things are going wrong.
- Learn how to know who's the real face of the company to the customer.
- Learn how to know when the service starts and stops according to the customer.
- Learn how to intervene at the right moment in the service process.
- Learn how to differentiate your services from competitors.

Certified Lean Six Sigma Black Belt



Niño Logarta, CSSBB
Global Quality Management Director
Jollibee Worldwide Services



Rey Fremanista, CSSBB
President
Philippine Society for Quality



Hanz Cubillan, CSSBB
Director of L&D and Project Management Office
SKY Cable Corporation



Aldrin Tandang, CSSBB
Global Black Belt Process Manager
ING Group



Ronniel Lantajo, CSSBB
Global Business Process Excellence Manager
Telus International

feature admin

"The Six Sigma Guy's"

DATA ANALYTICS

A GUIDE FOR L&D LEADERS TO HAVE DATA-DRIVEN TALENT DEVELOPMENT

FOR SERVICE INDUSTRY | 16 HRS

CONTACT SALES FOR PRICING

CORPORATE OR IN-HOUSE MIN. NO. OF PARTICIPANTS: 15



- Data analytics is an essential component that completes all the L&D activities in an organization. Analytics can be used to check their efficiency, optimize costs, improve performance. As a consequence, it supports the strategic objectives of the company and has a positive influence on employee engagement.

Recommended for

- L&D Leaders/ Talent Developers, CEOs, CFOs, Directors, Managers, & Supervisors.

Description

- This course introduces participants to basic concepts of learning analytics relevant to talent development so they can identify the suitable intervention for their talents, gain approval from stakeholders, and make appropriate talent development-related decisions to support organizational goals.
 - Data Gathering
 - Graphical and statistical analysis
 - Telling stories with data
 - Data-driven decisions
- The course can be delivered and completed in three (3) synchronized sessions via Zoom for 2 hours each day. The participants are expected to complete the asynchronous activities inside Six Sigma PH LMS during the week to be submitted, assessed, and discussed during the next session.

What to Expect

- Know how to identify data types of the organization's metrics.
- Graphical analysis (using Minitab): Identify what graphical tool to use, to correctly analyze data, identify correct conclusions, and make meaningful data-driven decisions.
- Statistical analysis (using Minitab): Identify what statistical tool to use, to correctly analyze data, identify correct conclusions, and make meaningful data-driven decisions

Key Takeaways

- Learn how to diagnose and identify the best approach using the Six Sigma PH method picker.
- Identify the 5 different types of data.
- Identify what graphical tool/s to use.
- Identify what statistical tool/s to use.
- Case Studies and Minitab follow-along: Graphical & Statistical Learning Analytics.

Company Profile

At Six Sigma PH, we don't believe that training needs to be complex to be valuable. We use 'experiential and reflective learning methodology' for training to be practical, understandable, relevant, enjoyable, and engaging for adult learners.

Our goal is to facilitate learning and help you obtain expertise in the tools that will lead to ongoing success. Our practical approach to training allows non-statisticians in industry, government, and the service sector to embrace the philosophy and implementation of continuous quality improvement.

We conduct training and certify professionals for process improvement which makes use of tools such as DMAIC - that result in cost savings and reduce the defects in your organization. For certification, we make use of the BELT SYSTEM that enhances your credentials as you take each step further: YELLOW, GREEN, and BLACK Belt. We are committed to helping you master the skills that will deliver a substantial ROI.

Other Programs

Public and Corporate Workshops and e-Workshops:

- School of Design Sprint Innovation Program (1-Day Program)
- School of Design Sprint Certification Program (2-Day Program)
- Scrum Master Certified (SMC®) Certification Program
- Practical Management for Leaders and First Time Project Managers.

e-Learning:

- Lean Six Sigma Yellow Belt Certification Program
- Lean Six Sigma Green Belt Apprenticeship Program
- Lean Six Sigma Black Belt Apprenticeship Program
- Digital Marketing Certification Program
- Certified Lean Professional
- Scrum and Agile Certification Programs
- Risk Management e-Learning Program
- Compelling Speaking Presentations
- Practical Process Control Chart Certification Program

Additional Services We Offer:

- Facilitation of Six Sigma Circuit and Design Sprint
- Project Coaching and Consultation
- Lean Six Sigma Resuscitation
- Process Documentation
- Simplified 4 Powerful Lean Techniques

Software:

- Official Minitab Distributor-Partner in the Philippines