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2. Meanings of Lean and Six Sigma
3. General History of Lean Six Sigma
4. Lean Six Sigma Projects
5. DMAIC
6. PDCA
7. Kaizen and Kaizen Events
8. Root Cause Analysis
9. Voice of the Customer, and Business
10. Lean Six Sigma Belt Roles
11. Defining a Process
12. Critical to Quality Characteristics (CTQs)
13. Cost of Poor Quality (COPQ)
14. Pareto Analysis
15. Basic Lean Six Sigma Metrics
16. DPU, DPMO, FTY, RTY Cycle Time
17. Selecting Lean Six Sigma Projects
18. Problem Statements
19. Building a Business Case & Project Charter
20. Project Metrics
21. SIPOC
22. The 8 Elements of Waste
23. 5S
24. Lean Thinking
25. Kanban
26. Poka-Yoke (Mistake Proofing)
27. Process Definition



- 28. Cause & Effect / Fishbone Diagrams
- 29. Process Mapping, SIPOC, Value Stream Map
- 30. Failure Modes & Effects Analysis (FMEA)
- 31. Six Sigma Statistics
- 32. Basic Statistics
- 33. Use of Excel, Minitab and SigmaXL
- 34. Descriptive Statistics
- 35. Normal Distributions & Normality
- 36. Graphical Analysis
- 37. Histograms
- 38. Box Plots
- 39. Measurement System Analysis
- 40. Precision & Accuracy
- 41. Bias, Linearity & Stability
- 42. Gage Repeatability & Reproducibility
- 43. Variable & Attribute MSA
- 44. Process Capability
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- 47. Attribute & Discrete Capability
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