

Lean and Six Sigma Workplace Training

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Lean and Six Sigma training is being provided by a number of Training organisations and up until the last few years the focus has been at the middle to upper management levels.

There is a trend to train the supervisors and operators in these skills as well, especially in manufacturing, health and banking. Some private RTOs (Registered Training Organisations) are providing this training through the Nationally recognised programs in Competitive Manufacturing at the Certificate and Diploma levels.

The difference is that the trainee gets a twofold advantage of skills and knowledge in principles of the Lean Enterprise and in the Six Sigma methodology and a qualification at Certificate or Diploma level in Competitive Manufacturing.

The focus during this latter program normally over 12 to 24 months is that projects are selected based on the business's immediate needs and the trainee is measured for competence based on the impact of the project both culturally and from a triple bottom line perspective.

In my experience this approach at the workplace can produce profound improvements in the workplace culture and buy-in from all employees (if of course the trainer coaches and mentors the sceptics and strategically influences the relevant managers and unions, if necessary).



Coming from an initial background working as a statistician for ICI in the 1980s I am always intrigued at the ability (?) of training people in design of experiments (fractional factorial, etc.) and other more complex statistical subjects over a few hours and showing people how to use Minitab and other statistical software over an equivalent period. Sometimes a little bit of knowledge can be dangerous and the likelihood that the trainee does not realise the data being non-normal may create spurious analysis.

A colleague of mine who spent a number of years teaching statistics at one of Victoria's universities once estimated recently that "to cover the American Society for Quality's Six Sigma body of knowledge would normally be an 18 month (3-semester) course".

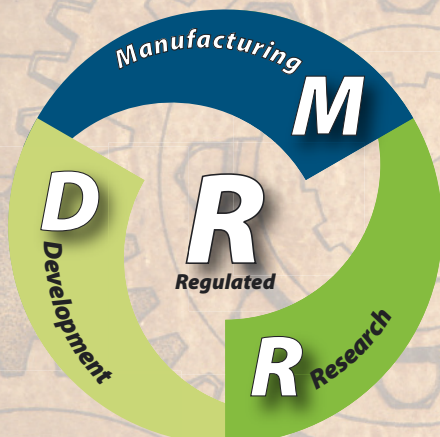
Therefore, in summary, Lean and Six Sigma training probably needs to be taken over a longer period than the workplace training approach that a number of private training organisations are taking may create different Six Sigma experts at the end of the day.

To assist with alleviating this possibility, the Six Sigma Division recently championed a project with RABQSA and industry to develop and register a set of competencies for Yellow, Green and Black belt Six Sigma. In developing these competencies a number of Lean competencies were also included.

More info: Request **Roger** to ProgBus@aoq.org.au

RRDM 2008

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Bioanalytical quality, GLP, GMP, Contract manufacturing

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CONFERENCES

August 2008

Six Sigma 2007 (www.aoq.org.au/sixsigma2008.htm)

2 May 2008

Aged Care 2008 (www.aoq.org.au/agedcare2008.htm)

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RRDM 2008 (www.aoq.org.au/rrdm2008.htm)

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