



“Process Training and Six Sigma Quality”

Six Sigma Process Quality demands Six Sigma Quality Process Training. Many companies' survival depends on it in today's increasingly competitive world.

Brain Cable's Custom Process Training will help you create and deliver the focused process training your company needs to achieve Six Sigma Quality and Productivity, thus enhancing your company's competitiveness and profitability.

Let Brain Cable ***prove to you, at Brain Cable's risk***, that Brain Cable's Custom Process Training is the most efficient, most cost-effective Six Sigma training solution you can find ***for your company's specific focused process needs***.

Applying Six Sigma's DMAIC technique to your 'process training' process

Here is how you can work with Brain Cable to create and deliver the Six Sigma Process Training defined in detail in: “Brain Cable's Custom Process Training –The Details” utilizing the DMAIC technique from Six Sigma.

DMAIC == Define Measure Analyze Improve Control

Define:

Identify the process to be trained and the recipients of the training.

Define the desired output, or the result, of the process training. Exactly what does the “student” need to learn or master.

Measure:

Measure the results of the process training. What are your metrics? Tests?

Measure the total cost of the process training. This must include the costs of creating and delivering the process training, plus the labor cost of the students, plus any travel and per diem costs, administration costs, plus any other costs incurred to deliver this training.

Measure the value of good process training. This must include productivity improvements and quality improvements of the process being trained on, including lowering of waste of labor and materials. It should also include intangible, yet valuable, benefits such as increased customer satisfaction, repeat business, new customer acquisition, and anything arising from this better functioning process.

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Analyze

Analyze the current process training against the Criteria of your Ideal Training Solution.

Analyze all of the component costs of the current process training, and thus the total cost of the current process training.

Analyze the potential improvements of the process training.

Improve

Apply Brain Cable process training. Create the process training and prepare to deliver it. In this case, "Improve" really means "replace". In other words, we are reengineering your process training as opposed to attempting a simple incremental improvement.

Note, we are focusing on process training, NOT education. It is very important to distinguish between them, and not allow one to substitute for the other. You may experience significant internal resistance to this process training from your internal "training department" which is probably doing a good job with education.

Control

Deliver the process training and measure the results and total costs. Measure the improvement of the processes we are training on. Control is easy with the Brain Cable OPTTDS, Online Process Testing and Training Delivery System.

DMAIC is an iterative process. Continuing cycling through it as long as you are achieving process improvement, either productivity or quality.

Remember, process training is usually a never-ending task due to employee turnover and employees needing refresher training. After all, even Tiger Woods needs to continually practice.

Also, remember that your processes will also be evolving, and every time you change a process, you need to train your employees about the changes. This would involve incremental improvements to your process training to keep pace with the changing processes, not to mention new processes.

Of course as we all know, Six Sigma is itself a never-ending process of process improvement. It's becoming mandatory in this modern world to remain competitive and successful.

A few final thoughts...

Dr. Deming taught the Japanese companies such as Toyota the basic concepts of the Six Sigma process. Do you think Toyota is practicing it any less today than it did fifty years ago?

Dr. Deming also believed that good process training was essential to successful process control and high productivity and quality. Process training of your processes' workers is just as important as the raw materials and machinery involved in the process.

Thus, good process training is also ever evolving and improving.

There is much more to Six Sigma than process training. However, process training is an essential indispensable ingredient of a good Six Sigma program and is a good place to begin. You can institute a good process training program, thanks to the new technologies, even before you institute a full blown Six Sigma program.

Indeed, the type of Six Sigma quality process training discussed in this essay will be of great value to you no matter how you choose to proceed with an overall quality improvement program, or not.

'Proof of the Pudding' is in the actual implementation.

Brain Cable will work with your operations management team to create a Demonstration Process Training Example so you can evaluate its value to your company directly.

Why? Brain Cable process training usually must be experienced to be fully understood and appreciated. Then, both of our companies will profit massively when we work together to create "Ideal Process Training" for your company.

We stand by ready to prove it to you, in your situation, with a demonstration Brain Cable tutorial on *one of your processes*.

Just call me at 812-332-8179 or e-mail me at craig@hane.com

Thank you.

Craig Hane, Ph.D.
CEO
Brain Cable, Inc.

P.S. I will be happy to provide you with a sample Brain Cable tutorial for your evaluation and to discuss your company's particular situation, anything from customer support, technical services, production workers, or whatever. We should be able to determine in just a few minutes if Brain Cable is right for you.