

BQOM 2139 Six Sigma Theory and Practice Course Brief

In keeping with Katz's commitment to experience-based learning, our Six Sigma Theory and Practice course is designed to benefit student and industry partners alike. The course equips MBA students not only with strong theoretical knowledge of the Six Sigma Green Belt Body of Knowledge, but also with practical, hands-on, experience with Lean/Six Sigma methodologies through field work with an industry client.

Six Sigma is a disciplined, data-driven approach to process improvement aimed at the near-elimination of defects from every product, process, and transaction. Lean topics are incorporated throughout the course. Six Sigma utilizes the following five-phase problem solving methodology known by the acronym DMAIC.

1. **Define** the projects, the goals, and the deliverables to customers (internal and external). Describe and quantify both the defect and the expected improvement.
2. **Measure** the current performance of the process. Validate data to make sure it is credible and set the baseline.
3. **Analyze** and determine the root cause(s) of the defects. Narrow the causal factors to the vital few.
4. **Improve** the process to eliminate defects. Optimize the vital few and their interrelationships.
5. **Control** the performance of the process. Lock down the gains.

To integrate theory and practice, students are grouped into teams and work under the mentorship of a Six Sigma Black Belt on a real-world problem for an industry client. Benefits realized by our industry partners include:

- Solutions to problems.
- Bright, energetic, MBA students who bring new resources and new perspectives to a project.
- An opportunity to find new talent and pre-screen MBA candidates.
- A collaborative relationship with the highly regarded faculty of the Katz Graduate School of Business.

Six Sigma offers a dynamic and engaging experience-based learning opportunity. Below are actual responses from former students who were asked, "What aspects of the course were most beneficial to you?"

- Working on a real project, with a real company, with a real problem, and helping them find a solution.
- Working with the top management of a company in order to streamline their processes was very beneficial not only from the standpoint of granting me consulting experience, but it was also something very interesting to place on my resume and speak about at interviews.
- The course as a whole was beneficial because I am able to see where these concepts come into play in my job.
- Working with and learning from a Black Belt.
- The real world knowledge.
- Everything was spot-on. The content, the structure, and the delivery were all very good and increased my knowledge of Six Sigma considerably.
- The whole six sigma concept including the tools, the application, the black belts, the group work. Everything was really well done.

Finally, students who complete the course with a grade of "B" or better are awarded a Katz Six Sigma Green Belt Certificate.