

Product, Service and Process Design 1 day

We spend our lives improving products, services and processes which we have inherited – wouldn't it be better if they had been designed right to begin with?

This one-day course gives delegates an introduction to designing products, services and processes using Design for Six Sigma (DfSS) and Design Thinking, along with the most commonly used tools, enabling them to be an effective member of a design team. The course can be attended via our Virtual Open training programme or inhouse, where the content can be customised for your products or services and processes and include tools which will be relevant to your own design process.

Who is the course for?

- This course will benefit any Continuous Improvement Practitioner and complements the skills of Green Belts, Black Belts and Lean Practitioners.
- It is equally applicable to delegates whose business provides products or services.
- This course is one of the constituent modules of our Business Black Belt programme.

Learning Outcomes

- You will start to see how you can eliminate waste and variation in your products and services from the design stage and that there is a proven approach and tools that you can adopt.
- This course provides a balance to your existing improvement skills and provides practical tools that you can start using when designing new products, services and processes.

Course Delivery Options

- In Company
- Open Virtual classroom instructor led programme using Zoom with breakout rooms for interactive exercises.

Support Pack

- Each delegate will receive a digital and pdf copy of the training materials

Course Contents

Introduction to Design for Six Sigma

- Introduction to Design for Six Sigma approach
- Benefits of Design for Six Sigma

Introduction to Design Thinking

- Iterative Development using Design Thinking
- Double-Diamond Thinking
- Prototypes

Combining Design for Six Sigma and Design Thinking

- Alignment of Approaches
- Frameworks

Alignment with existing design process (if applicable)

- This content will be customised depending on the customer's existing design processes

Overview of Waste and Variation

- Variation
- Types of Work

Key Tools

- Voice of the Customer
- Requirements Flowdown (including House of Quality)
- Lean Process Design
- Failure Mode and Effects Analysis (Design and Process)
- Robustness and Reliability
- Design for X
- Measurement Systems Analysis