



Economic & Workforce Development Center

MONROE COMMUNITY COLLEGE

GRQC – Quality for Leaders - Lean Six Sigma Basics Certificate

Class starts Monday, Sept. 12 with a one-hour kickoff meeting and ends Thursday, Nov. 3 with a three-hour wrap-up meeting. Both synchronous sessions start at 9 a.m. and meet at the MCC Economic & Workforce Development Center, 7th Floor, Downtown Campus, 321 State St., Rochester.

During the kickoff, leaders will be provided access to course content, shown the course assignment and discuss expectations and activities throughout the asynchronous, self-paced learning. An explanation of the wrap-up meeting's agenda will also be provided.

The program assignment will consist of answering the following question:

1. Provide an example of each category of waste within your organization.
2. Identify a bottleneck within your organization and explain why you believe it's a bottleneck
3. Identify an opportunity to apply a six sigma tool and explain why using it should help your organization
4. Identify for a product or service its cost of quality components.

During the wrap-up, the group will be provided a case study and asked to create a plan of action.

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Topic Name	Module Name	No. of Slides	Time (mins)
Contributions of the Quality Gurus	01 Pre WWII	16	24
	02 Early 1950s	47	70
	03 Late 1950s – 1970s	35	52
	04 1970s - 2000	23	34
Plan-Do-Check-Act (PDCA)	01 Evolution	14	21
	02 Process	25	37
	03 Tools & Techniques	26	39
	04 Applications	15	22
	05 Strengths & Limitations	13	19
Lean Foundations and Principles	01 Office Operations & Services	19	28
	02 Lean Thinking	30	45
	03 Lean Principles	20	30
	04 Differentiating Work from Waste	14	21
	05 Lean Tools & Techniques	52	78
	06 Kaizen & Kaizen Events	17	25
	07 Toyota Production System (TPS)	34	51
	08 Lean Pioneers	27	40
Team Management	01 Team Formation	26	39
	02 Meeting Mechanics	23	34
	03 Facilitation & Dynamics	28	42
	04 Decision-Making Methods	36	54
	05 Decision-Making Approaches	11	16
	06 Team Evaluation	16	24
Theory of Constraints	01 Overview	14	21
	02 The Goal	9	13
	03 Constraints	18	27
	04 Performance Measures	13	19
	05 Drum-Buffer-Rope	18	27
	06 Five Focusing Steps	23	34
	07 Thinking Processes	26	39
	08 Critical Chain Project Mgmt.	31	46
	09 TOC Accounting	14	21
Six Sigma Foundations and Principles	01 Evolution & Philosophy	22	33
	02 Metrics	45	67
	03 Basic Tools	25	37
	04 Advanced Tools	33	49
Total Quality Management (TQM)	01 Defining Quality	22	33
	02 TQM Principles	21	31
	03 Quality Awards	15	22
	04 Cost of Quality	27	40
	05 Quality Tools	23	34
	06 Workforce Empowerment	17	25