



How to Select a Lean Six Sigma Service Provider

Ask the right questions!

Lean Six Sigma implementations, programs and systems are and can be dramatically different. Below is a list of questions we urge you and your company to ask a Lean Six Sigma provider BEFORE you enter an agreement! Lean Six Sigma can improve quality, reduce cycle times, and improve the bottom line, if the right organization is chosen to help you wisely implement the techniques.

Six Sigma Strategy

- What is your basic implementation strategy?

Six Sigma Workshops and Projects

- How would you suggest that we evaluate the feasibility of black belt programs offered by others compared with your program?
- What is the implementation flow of your Six Sigma program and projects?
- What text do you use, and does it follow the Six Sigma material taught within the course? (Students sometimes need further explanation during workshop and a reference to review a concept at a later date)
- What teaching methods and technologies are used in the Black Belt workshop?
- What is the basic format of your executive training and champion training work shops?
- How do you address business and service processes?
- What is the cost of courses?

Six Sigma Workshop Material

- What topics do you cover?
- What is the format of the handout material?
- Is licensing of instructional material available for use by our internal instructors ?
- Is the Six Sigma material in a format that others can easily teach from?
- Do you use your own materials exclusively in all courses, or are materials from other sources used as well?

Computers and Software for Six Sigma Workshops

- Are attendees required to have computers?
- What software do you use?
- Is the software easy to use and learn?
- Does the software offer other functions besides those taught during the workshop (so people can grow into the application of more sophisticated techniques)?

Six Sigma Workshop Exercises

- Describe the frequency of exercises (i.e., manual, computer software, and other hands-on exercises) within the black belt workshop?
- How do you address application of the techniques to real world situations?

Experience of Six Sigma Course Developer/Trainer

- What is the experience of the person(s) responsible for developing the courseware?
- What companies have you helped utilize these tools and methodologies?

References

- What have others said about your courses and consulting in the application of Six Sigma tools?