



SIX SIGMA

Six Sigma Business Excellence

Black Belt Program

Six Sigma Business Excellence...improved customer satisfaction, significant gains in quality, breakthrough bottom-line profitability, decreased cycle times, and increased sigma shifts. Learn how to achieve these results as a Black Belt through the ASQ Six Sigma Black Belt Program.

*Organizer: Hong Kong Society for Quality
Co-Organizer: TQM Consultants Co., Ltd. / SGS Hong Kong Ltd.
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Register today for the ASQ Six Sigma Black Belt Program

Six Sigma Black Belt training teaches and prepares change agents and technical leaders within an organization to implement the principles, practices, and techniques of Six Sigma in order to deliver breakthrough business improvement results time after time.

SAVE US\$125 million with Six Sigma!

Six Sigma emphasizes quality improvement, but it is more than statistics and tools. The proven Six Sigma methodology is a systematic application that is focused on achieving significant financial results. When properly deployed on carefully selected business projects, the methodology can lead to a significant reduction – and in many cases, elimination – of defects and out-of-control processes, which saves valuable corporate resources. That translates into immediate – and dramatic – financial profitability.

Based on their original training projects, ASQ-trained Black Belts have saved more than US\$125 million! The results are incredible. And, because a typical Black Belt can direct four to six projects per year, annualized cost reductions for each Black Belt can be significant for any organization!

Six Sigma brings results that go right to the bottom line – regardless of the type or the size of business (manufacturing, operational, service, or health care).

Program Outline

- ◆ Learn how to manage the Six Sigma Strategy
- ◆ Compute and apply basic statistics
- ◆ Establish and benchmark process capability
- ◆ Apply key statistical tools for hypothesis testing
- ◆ Learn how to construct and use variable and attribute data
- ◆ Identify and leverage dominant variation sources
- ◆ Establish realistic performance tolerances
- ◆ Understand the principles and construction of experiments
- ◆ Design and execute multivariable experiments
- ◆ Acquire basic concepts of process control
- ◆ Learn how to plan and implement process control systems

Methodology

- ◆ A series of sessions - 20 total days of coursework in four weeks
- ◆ An actual working project - approved by your management prior to the start of the first session

Program Material

- ◆ ASQ's Six Sigma Training Software

Course Requirement

- ◆ Intermediate-level familiarity with laptop computers
- ◆ Basic college-level algebra (helpful for statistics applications)
- ◆ Management-approved business improvement project that will provide a bottom-line cost savings to the organization in the range of US\$100,000 or greater. You will receive a copy of ASQ Project Authorization form upon enrolment confirmation.
- ◆ Participants are expected to bring laptop computers. Please refer to the specified laptop requirements on the next page.

ASQ Approved Trainers for Six Sigma Black Belt Courses

Dr. Aaron TONG is the Managing Director of TQM Consultants Company Limited who is well experienced in the consultancy profession. For over 20 years he has conducted business improvement, process re-engineering, benchmarking and total quality management projects which covered various business sectors such as manufacturing, servicing, public/NGO and multi-national corporations. He has worked with a wide range of clients including small businesses, HKSAR Government such as Electrical & Mechanical Services Department, Correctional Services Department and Hong Kong Trade Development Council, and multi-national blue-chip companies such as BMW, Sony, Oracle, Mercedes-Benz and CLP Power HK Ltd.

Dr. Albert TSANG is Leader of the Quality & Reliability Group in the Department of Industrial & Systems Engineering, The Hong Kong Polytechnic University. He had extensive working experience in industry, covering functions such as industrial engineering, quality assurance, and project management. Dr. TSANG is very active in promoting quality and reliability in Hong Kong. He is a founding member, past Chairman and serving Executive Committee member of the Hong Kong Society For Quality (HKSQ). He had developed and conducted customised training courses on various aspects of quality and engineering management for many organisations and professional bodies. Dr. TSANG has provided consultancy services to organisations in public utilities, health care, and government sectors on matters related to quality, reliability, maintenance, and performance management.

Dr. Fugee TSUNG has been actively involved in teaching, consulting, scholarly research, and service in the field of quality engineering and management. He has developed and taught numerous courses in both university and industrial settings. He teaches university courses in Quality Engineering, Design and Analysis of Engineering Experiments, and Total Quality Management, and has received Teaching Excellence Appreciation Award from the School of Engineering, The Hong Kong University of Science and Technology in Spring 2001. He has provided consulting services to a variety of organizations, such as Philips LCD, ASTEC, GKI - IBM China, TechTronic Industries, Nortel Networks, and International Bank of Asia. He is the first ASQ Certified Six Sigma Black Belt in Greater China, holding the title of Six Sigma Master Black Belt of several local companies. Moreover, Dr. TSUNG actively participates in the Institute for Operations Research and the Management Sciences (INFORMS), serving as Chair-Elect for the Quality, Statistics, and Reliability (QSR) Section.

Our trainers are the FIRST three ASQ Approved Trainers to conduct Six Sigma Black Belt Training in Greater China region.

Registration Policies

Payment:

If payment is not received according to the terms specified, HKSQ reserves the right to release your space. You may register by phone, fax, mail or email, by using the registration form in this brochure. With your registration, please include a cheque made payable to "The Hong Kong Society for Quality Limited".

Cancellations

A \$5,000 cancellation fee will be charged for withdrawal *before 2 weeks of the course* while a \$15,000 cancellation fee will be charged for withdrawal *before 1 week of the course*. No refunds will be issued after the start of the first session. Registrants who fail to attend are liable for the entire program fee.

Please be aware that you are responsible to attend each session you have registered for. In the case of an emergency where you may not be able to attend a session, please contact us prior to the missed session. Please note that we will NOT reschedule you into another session.

Laptop Requirements

Laptop computers are used extensively throughout the four weeks of Black Belt training and are required for the course. Minimum laptop requirements are as follows:

Hardware

- ◆ Processor: Pentium 4 (minimum)
- ◆ Hard disk space: 7GB (minimum)
- ◆ Memory (RAM): 128 MB minimum; 256 MB recommended
- ◆ CD-ROM drive: 10X or higher
- ◆ Screen resolution: 1024 x 768 recommended; 16 bit High Color
- ◆ Keyboard, mouse, monitor, network access, modem
- ◆ Laptops should be equipped with both a CD-ROM and a 3.5" floppy disk drive

Software

- ◆ Microsoft Window 98/00/NT/ME/XP
- ◆ Microsoft Office 97 or higher
- ◆ Minitab Statistical Software v14*
- ◆ iGrafx Process for Six Sigma 2003
- ◆ Microsoft Office Outlook or other e-mail capability

* 180 days Valid Version (will be sponsored by Minitab)