



مكتب المستشار الوطني
NATIONAL CONSULTING BUREAU

&



Integral
Management & Quality Solutions

Present

Six Sigma

*Certified from Dr. Mickel J. Harry
Six Sigma Management Institute*



Management & Quality Solutions

is an international consultation firm specialized in the implementation and training of the world most effective and innovative improvements methodologies. It is concerned with up-leveling the quality levels in the customers' firms to improve their challenge of cost and efficiency. This is carried out through the introduction, training and implementing of the managements and Quality Systems and techniques.

We embrace a customer-driven approach, continually seeking ways to provide our customers with the best and most affordable solutions in their field.



NATIONAL CONSULTING BUREAU

Was established in Kuwait in 1986 to provide consultation services and training courses in technical, industrial & Management areas to governmental bodies and companies in the public and private sectors, especially in the oil, gas, Petrochemical and power generation industries in the Gulf countries.

NCB conducts around 250 courses every year in the GCC countries either in-house or as public open courses. In addition, NCB provides hands-on practical training either at the client's site through NCB professional instructors or at NCB affiliated training centers, power plants, oil fields & refineries.

NCB is a member of the International Federation of Training & Development Organizations (IFTDO) since 1995 and has representative and training agreements with many reputed organizations including Integral Management & Quality Solutions

Contact Numbers

Kuwait	U.A.E. (Abu Dhabi)	Egypt (Cairo)
Tel. +965 2464794-2416273	Tel. +971/2 6658200	Tel. +202 4010746-4010783
Fax. +965 2464796	Fax. +971/2 6653303	Fax. +202 2629397
E-mail: ncbwahib@qualitynet.net	E-mail: natconsl@emirates.net.ae	E-mail: wahibncb@link.net

The Six Sigma Solutions



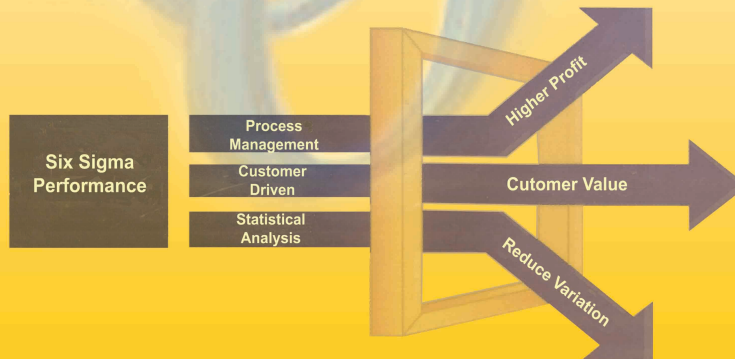
Integral Management and Quality Solutions Inc. The Sole Authorized Representative and Distributor of The Dr. Mikel J. Harry Six Sigma Management Institute in the Middle East offers The Six Sigma Consulting to the whole Middle East firms.

Dr. Harry's curriculum has been used by General Electric, Ford Motors, Sony, DuPont, Toshiba and Bombardier, just to name a few of the many global corporations that has followed Dr. Harry's Methodologies.

What is Six Sigma ?

Six Sigma at many organizations simply means a measure of quality that strives for near perfection. **Six Sigma** is a disciplined methodology which aims to eliminate defects in processes of any product or service. It is a statistical measure of the performance of a process or product characteristic compared to a specification level. A very few process achieve this level of performance and consequently most organizations endure very high costs due to poor quality. For many companies the standards of management systems are simply not good enough for today's competitive environment where customer demands increase exponentially. That's why achieving a **Six Sigma** level of performance, combined with systematic process based methodology and project framework must be employed. The **Six Sigma** methods must operate within a defined deployment structure, which involves the development of personnel at various levels within the organization to operate and lead the **Six Sigma** implementation program.

One of the most distinct differences between Six Sigma quality management systems is the link to business finances. Financial benefits of potential process improvement projects are quantified and used to help select and prioritize process improvement projects. Financial benefits are re-evaluated during the analyze phase to ensure that the cost of improvements suggested will be supported by the project. And finally, the financial benefits are verified once the project enters the control (for DMAIC) and verify (for DMADV) phases.



Six Sigma Deployments

Easy & Simple to deploy the successful application of Six Sigma methodology and tools within The Middle East firms with the unique bottom up techniques of our staff benefiting from the ultimate deployment experience of Dr. Mikel Harry and his technical staff. Will have an enormous impact on cycle times, reduction in errors and customer perceived value. Many companies such as General Electric point specifically to their Six Sigma efforts for their profit attainment and shareholder value.

There are a number of common models and approaches used to implement Six Sigma within your company. However, there are very few organizations willing to customize the training materials and aspects of the approach to meet the unique needs of your company. Six Sigma is about creating customer driven processes; therefore, **National Consulting Bureau & In collaboration with Integral Quality & Management Solutions, Inc. & Six Sigma Management Institute Inc.** Are committed to developing and providing customized training assessment, and consulting services that meet and exceed your unique requirements

Six Sigma Training

We provide Six Sigma Training in the following

- Six Sigma Certified White Belt,
- Six Sigma Certified Yellow Belt
- Six Sigma Certified Green Belt
- Six Sigma Certified Black Belt
- Six Sigma Certified champion for the managers and CEOs

Granting Degree:

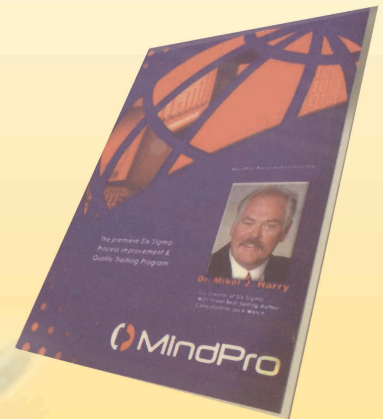
White Belt, Yellow Belt, Green Belt, Black Belt and Champion Belt Certificate shall be granted for those who complete the requirements for certification from The Dr. Mikel J. Harry Six Sigma Management Institute

I. The Dr. Harry's MindPro Software

MindPro is the most comprehensive, highest quality and most flexible Six Sigma Knowledge transfer system in the world. Not only does the MindPro provide you with state-of-the-art six sigma training, it also provides traditional training programs in the area of business and process improvement.

II. In addition trainees receive professionally-produced notebooks and textbooks that enhance their training experience and provide ready reference for years thereafter. The course content includes the complete body of knowledge necessary for participants to become active leaders in Six Sigma initiatives.

The Six Sigma Handbook by Thomas Pyzdek - Six Sigma Demystified by Paul A. Keller -
The champion Training book for the champion trainees.



3- Day Intensive Course

The Six Sigma White Belt

White Belts are mid to upper-level management responsible for supporting the Six Sigma Program While ensuring it is aligned with your overall business strategy. Champions must have a conceptual understanding of the principles, tools and techniques required to lead the Six Sigma transformation.

1. Course Objectives:

- White Belts learn how to apply the Six Sigma concepts through hands-on experience.
- White Belts are presented an overview of **Six Sigma** topics, emphasizing their managerial role and responsibilities, especially with regard to Project Sponsorship and Program Development.
- The attendees participate in a variety of Workshops, generating discussion on:
 - Factors Leading to Success.
 - Challenges to Overcome.
 - Avenues for Improvement.
 - Customer Focus.
 - Black Belt Selection.
 - Project Selection, aligned with Business Objectives

2. Course Contents:

- Why do Six Sigma
- How to Deploy SS
- Six Sigma : A Management Method
- Training & Personnel
- Six Sigma Projects
- Project Financials
- Managing Projects with DMAIC
- Change Management / Teams
- Incorporating voice of the Customer
- Design for Six Sigma

3. Granting Degree:

White Belt Certificate shall be granted for those who complete the requirements for certification from **Dr. Mikel J. Harry Six Sigma Management Institute, Arizona, USA** and Integral Quality Solutions

5- Day Intensive Course

The Six Sigma Yellow Belt

1. Course Objectives:

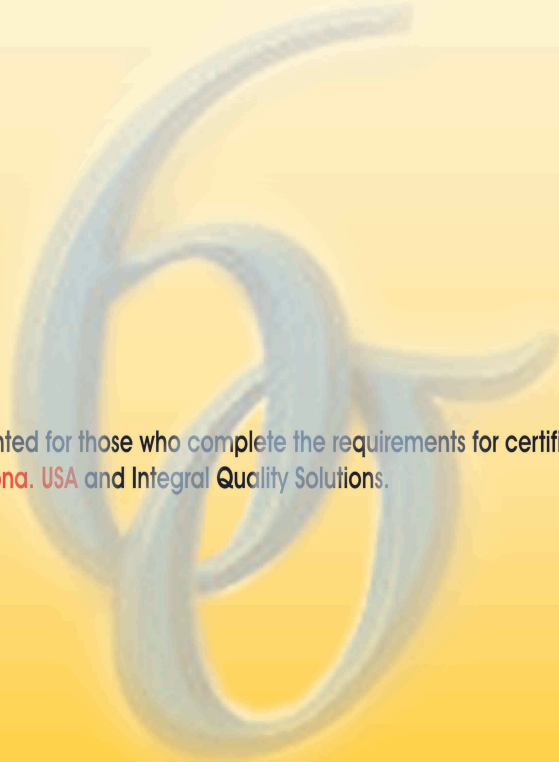
Yellow Belts receive training that enables them to understand Six Sigma methodology. They are prepared to be good team members and support Black Belts and Green Belts. Our course is a five days course to prepare Yellow Belts to gather data, participate in problem solving and process mapping, and sustain the gains resulting from Six Sigma projects.

2. Course Contents:

- Why do Six Sigma.
- How to Deploy Six Sigma.
- D-M-A-I-C Define.
- D-M-A-I-C Measure.
- D-M-A-I-C Analyze.
- D-M-A-I-C Improve.
- D-M-A-I-C Control.
- Basic Six Sigma Tools.
- Case Study

3. Granting Degree:

Yellow Belt Certificate shall be granted for those who complete the requirements for certification from **Dr. Mikel J. Harry Six Sigma Management Institute, Arizona, USA** and **Integral Quality Solutions**.



10- Day Intensive Course

◆ The Six Sigma Green Belt

Green Belts are project leaders capable of forming and facilitating Six Sigma team and managing Six Sigma projects from concept to completion.

Green Belts consist of 10 days training which covers Project Management, Quality Descriptive Data Analysis results.

1. Course Objectives:

- Preparing participants to become effective team players and team leaders in the six sigma projects.
- Providing participants with a proven methodology to achieve breakthrough improvements in the overall productivity and profitability of their organizations.

2. Course Contents:

- Overview of Six Sigma.
- Organizational success factors.
- Work as a process.
- Voice of the customer.
- Six Sigma projects management.
- DMAIC. The define phase.
- DMAIC. The measure phase.
- DMAIC. The analyze phase.
- DMAIC. The improve phase.
- DMAIC. The control phase.

3. Granting Degree:

Green Belt Certificate shall be granted for those who complete the requirements for certification from Dr. Mikel J. Harry Six Sigma Management Institute, Arizona, USA and Integral Quality Solutions

25- Day Intensive Course

❖ The Six Sigma Black Belt Certification Program

Black Belts are at the core of every Six Sigma Implementation. Black Belts are the real “change agents” in a Six Sigma initiative. They will continually work towards institutionalizing the effective use of Six Sigma tools throughout their organization. Our program follows the DMAIC model and teaches the soft skills required to effectively lead projects.

Our program consists of twenty five days modules. Practical application of training is performed through each Participant's projects and reviewed throughout the program. Additionally the application of Six Sigma methodology to the different business types: Manufacturing, Development, and Transactional processes are emphasized.

1. Course Objectives:

- Learn how to significantly increase profitability through Six Sigma projects.
- Participants will learn how to apply statistical methods for business process improvement using Minitab software.
- Communicate the benefits of Six Sigma as a business strategy across the organization.
- Select and coordinate successful Six Sigma Projects and project teams.
- Become effective team leaders in the Six Sigma projects.
- Participants will practice Six Sigma methodology by completing two Six Sigma projects in their own organization.

2. Course Contents:

Module 1:

Define:

- Why do Six Sigma
- How to deploy Six Sigma
- Voice of the Customer
- Project Definitions
- Project Financials
- Matrices and Deliverables
- Project Scheduling
- Change Management

Measure:

- Process definition
- Defining process matrices
- Establishing process Baseline
- Control charts for Variables and attributes

Module 2:

Measure:

- Measurement Systems Analysis
- Analyzing Sources of Variation

Analyze:

- Analyzing Value Stream
- Lean Thinking
- Sampling Tests
- Hypothesis Testing
- Linear Regression
- Multiple Regression
- DOE Introduction

Module 3:

Analyze:

Design Selection

Improve:

- Tools
- Models
- Transformations
- Response Surface
- Ridge Analysis
- EVOP

Module 4:

Control:

- Tools
- Serial Correlation
- Multivariate Control Charts
- Design for Six Sigma
- Control Plan

Review exercises and discussion

3. Granting Degree:

Green Belt and champion Certificate shall be granted for those who complete the requirements for certification from **Dr. Mikel J. Harry Six Sigma Management Institute, Arizona USA** and Integral Quality Solutions.





مكتب المستشار الوطني
NATIONAL CONSULTING BUREAU

NCB Contacts:

Kuwait:

Tel : +965 2464794-2416273

Fax: +965 2464796

e-mail: ncbwahib@qualitynet.net

U.A.E (Abu Dhabi):

Tel : +9712 6658200

Fax: +9712 6653303

e-mail: natconsl@emirates.net.ae

Egypt (Cairo):

Tel : +202 4010746-4010783

Fax: +2629397

e-mail: wahibncb@link.net

Six Sigma