

Six Sigma for IT and Software: How to Solve Problems and Save Money

ESI Training Services: Awareness Tutorials

For company executives and process improvement managers who need to lower costs, increase revenues, shorten cycle times, reduce variation in processes and defects rate in products, the *Six Sigma for IT and Software: How To Solve Problems and Save Money* tutorial provides an insight into the Six Sigma methodology and how it can be applied in the IT and Software application domain. Unlike other methodology courses, our course teaches a particular methodology for problem solving and includes several discussions that help the attendees understand and practice the new concepts and methods.

Six Sigma is a pragmatic management methodology that focuses on process improvement, problem solving and waste reduction, linking all activities and results directly to the organisation bottom-line (Return On Investment). It is an approach with very well defined phases and deliverables that provides a successful enterprise strategy and fosters a culture of quality and innovation. One of its unique points is that it introduces the concept of "statistical thinking". More precisely it uses process data and analytical techniques to find out various process variables and understand the key factors that influence the process performance. This knowledge is then used to improve the process and its capability.

Six Sigma was conceived in the manufacturing industry as a methodology to solve problems. Later, it has been applied to different areas such as banking services, transactional, financial, and, most recently, to Information and Communication Technologies (ICT).

As ICT and software engineering are "model" and "representation" driven, the effective deployment of Six Sigma in this field requires a correct interpretation of the key concepts of the original methodology based on a good understanding of the software engineering processes, the software product itself and the design of new ICT services

This tutorial also provides examples and case studies of Six Sigma deployments in the software and ICT industry.

Information & Registration

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Who Should Attend this Course?

The course is aimed at:

- ICT and Software Senior Managers
- ICT and Software Project Managers
- Process Improvement Group members
- All those who need to understand the concepts related to Six Sigma

Benefits of the Course

At the end of the course you will:

- Understand the Six Sigma methodology, its application to Software and ICT industry and the advantages it provides to the business.
- Have a practical view of the basic concepts in the DMAIC methodology.
- Understand how Six Sigma can be integrated with other quality and process improvement initiatives (based on CMMI®, ITIL, ISO, etc).
- Know how a Six Sigma project has to be organised and carried out. What are the roles and responsibilities of the Management as well as the different Six Sigma professional profiles (Master Black Belt, Black Belt, Green Belt, etc).

Prerequisites

This course does not require any specific set of skills or previous certifications. Nevertheless, having 2-3 years experience in the field of ICT or Software would be helpful.

Presenters

The course instructors have extensive knowledge and practice within the software engineering, telecommunications and mobile messaging industry. They are experienced in complementing software engineering methods and techniques with adaptive and flexible approaches in order to achieve a high level of quality, capability, maturity, robustness and cost reduction.

Agenda

The duration of the course is 1 day.

Course Materials

Each participant will receive a course manual and related material.

Key Topics

- Key concepts of Six Sigma
- Benefits that Six Sigma provides to organisations
- DMAIC methodology
- A case study from the software industry
- Integrating Six Sigma with other quality and process improvement initiatives such as CMMI, ITIL, ISO, ...
- Six Sigma projects and portfolio development
- ESI trainings and services based on Six Sigma

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