

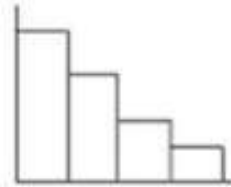
THE SCOPE OF TOOLS AND TECHNIQUES

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TOPIC



BRAIN STORMING



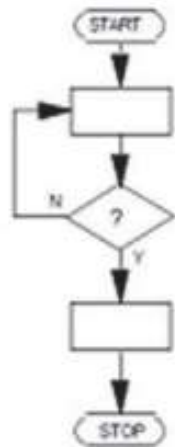
PARETO CHART



FISHBONE DIAGRAM



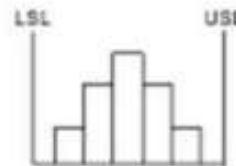
SCATTER DIAGRAM



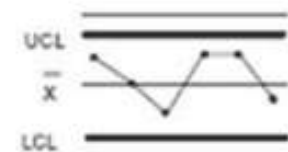
FLOW CHART



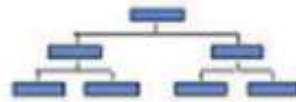
RUN CHART



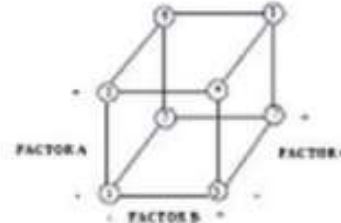
HISTOGRAM



CONTROL CHARTS



TREE DIAGRAM



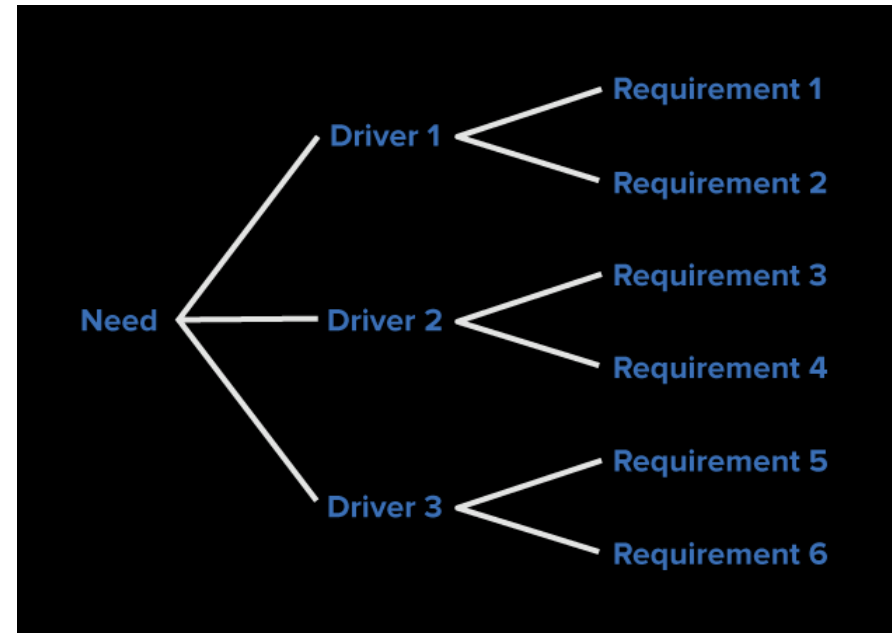
DESIGN OF EXPERIMENTS

Tools used in Root cause analysis



CTQ TREE

- stands for Critical to Quality
- It define in business words- requirements of the customers
- It important while developing a product or service





ACTIVITY

Which level of management is responsible for the welfare and survival of organization?

- a) Middle level
- b) Supervisory level
- c) Operational level
- d) Top level

HOW TO DRAW A CTQ TREE?

Steps in developing a CTQ tree

- Identify the voice of the customer
- Understand the customer requirement parameters
- Prioritize the parameters
- Convert the customer requirements into CTQs that are measurable





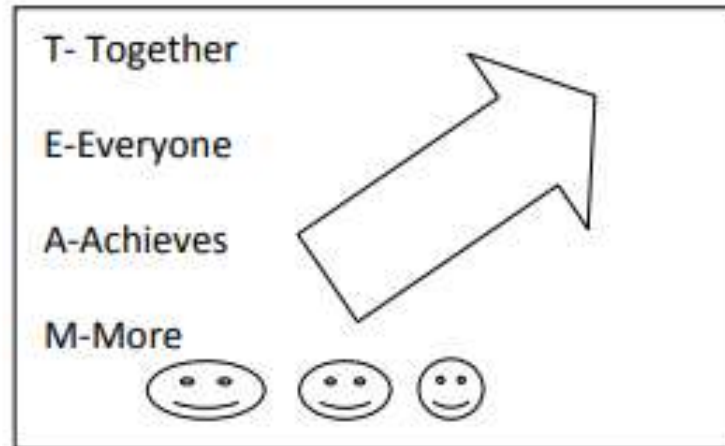
PROJECT CHARTER TEMPLATE

- GENERAL PROJECT INFORMATION
- PROBLEM, ISSUE, GOALS, OBJECTIVES, DELIVERABLES
- PROJECT SCOPE & SCHEDULE
- PROJECT RESOURCES & COSTS
- PROJECT BENEFITS & CUSTOMERS
- PROJECT RISKS, CONSTRAINTS, ASSUMPTIONS

ACTIVITY

Highlight the feature of management depicted by the image given here

- a) Group activity
- b) Goal oriented
- c) Pervasive
- d) Dynamic





REFERENCES

1. <https://api.intechopen.com/chapter/pdf-preview/17405>
2. <https://www.whatissixsigma.net/ctq-tree/>
3. **What is Lean Six Sigma** By Michael L. George, David T. Rowlands, Bill Kastle



THANK YOU