Lean Six Sigma for Public Sector Excellence Training Course



26 - 30 Oct 2026

Kuala Lumpur

5200 € (Per Person)

Ref: #GOV7833_104179

Course Introduction / Overview:

This course provides a comprehensive framework for applying Lean Six Sigma principles to enhance efficiency, accountability, and service delivery within public sector organizations. Unlike corporate applications focused on profit, this program is uniquely tailored to address the challenges of government and public service environments, such as regulatory constraints, stakeholder complexity, and the imperative to create public value. Participants will explore how to systematically eliminate waste, reduce process variation, and foster a culture of continuous improvement in government operations. Drawing on the foundational concepts articulated by experts like Michael L. George in works such as "Lean Six Sigma for Government", the curriculum bridges theory with practical application. This BIG BEN Training Center course moves beyond generic methodologies to provide actionable tools for redesigning citizen-centric services, optimizing administrative workflows, and making data-driven decisions that improve outcomes for the public. It is designed to empower public sector professionals to lead transformative projects that deliver measurable improvements in quality, speed, and cost-effectiveness, ultimately building greater trust in public institutions.

Target Audience / This training course is suitable for:

- Public Sector Managers and Directors.
- Government Department Heads.
- Policy Analysts and Advisors.
- Civil Servants and Public Administrators.
- Process Improvement Specialists.
- Project Managers in Government Agencies.
- Quality Assurance and Performance Managers.
- Municipal and Local Government Leaders.
- Public Service Operations Staff.
- Strategic Planners in the Public Sector.

Target Sectors and Industries:

- Federal and National Government Agencies.
- State, Provincial, and Regional Government Bodies.
- Municipal and Local Government.
- Public Education and School Districts.
- Public Healthcare and Hospitals.
- Law Enforcement and Emergency Services.
- Public Transportation and Transit Authorities.
- Public Utilities and Energy Services.
- Social and Community Service Organizations.
- Regulatory and Compliance Bodies.

Target Organizations Departments:

- Operations and Service Delivery.
- Strategy and Policy Planning.
- Finance and Budgeting.
- Human Resources and Administration.
- Information Technology.
- Citizen and Customer Service.
- Procurement and Contract Management.
- Quality and Performance Management.
- Legal and Regulatory Affairs.
- Project Management Office (PMO).

Course Offerings:

By the end of this course, the participants will have able to:

- Apply the DMAIC (Define, Measure, Analyze, Improve, Control) methodology to public sector projects.
- Identify and eliminate the eight types of waste (Muda) in government processes.
- Utilize value stream mapping to analyze and improve the flow of public services.
- Employ statistical tools to measure performance and drive data-informed decisions.
- Lead Kaizen events to implement rapid improvements in administrative and operational workflows.
- Conduct root cause analysis to solve complex public service delivery problems.
- Develop effective project charters and stakeholder management plans for government initiatives.
- Implement control plans to sustain improvements and foster a culture of continuous improvement.
- Align process improvement projects with strategic public sector objectives and citizen needs.
- Communicate project results and benefits effectively to diverse public sector stakeholders.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, practical, and directly applicable to the unique context of the public sector. We move beyond traditional lectures to create an immersive learning environment where participants actively engage with the material. The course is built upon a foundation of real-world government case studies, allowing attendees to analyze challenges and successes from various public agencies. A significant portion of the training is dedicated to hands-on workshops and group exercises where participants apply tools like value stream mapping and root cause analysis to simulated public service scenarios. These activities are facilitated by experienced instructors who provide personalized coaching and feedback. Collaborative team projects encourage participants to tackle complex problems together, mirroring the cross-departmental cooperation required in government. The methodology emphasizes learning by doing, ensuring that participants not only understand the theory of Lean Six Sigma but also develop the confidence and skills to implement these powerful methodologies within their own organizations to drive meaningful and sustainable change.

Course Agenda (Course Units):

Unit One: Foundations of Lean Six Sigma in the Public Sector

- Introduction to Lean and Six Sigma Principles.
- Distinguishing Public Sector vs. Private Sector Applications.
- Defining Public Value and Citizen-Centricity.
- Identifying the Eight Wastes (Muda) in Government Processes.
- Overview of the DMAIC Methodology for Public Service.
- The Role of Leadership in Driving a Culture of Improvement.
- Key Performance Indicators (KPIs) for Government Services.

Unit Two: The Define and Measure Phases

- Developing a Public Sector Project Charter.
- Defining Project Scope and Strategic Objectives.
- Identifying and Engaging Key Stakeholders (Citizens, Staff, Officials).
- Voice of the Citizen (VOC) and Critical-to-Quality (CTQ) Requirements.
- Introduction to Process Mapping for Government Workflows.
- Data Collection Planning for Public Services.
- Understanding Baseline Performance and Process Capability.

Unit Three: The Analyze Phase

- Conducting Detailed Process Analysis.
- Value Stream Mapping (VSM) for Administrative and Service Processes.
- Identifying Bottlenecks and Non-Value-Added Activities.
- Introduction to Root Cause Analysis Techniques.
- Using the 5 Whys and Fishbone (Ishikawa) Diagrams.
- Basic Data Analysis and Visualization for Public Reporting.
- Validating Root Causes with Data.

Unit Four: The Improve and Control Phases

- Brainstorming and Selecting Improvement Solutions.
- Implementing Kaizen Events for Rapid Change.
- Utilizing Poka-Yoke (Mistake-Proofing) in Public Processes.
- Developing Pilot Programs and Implementation Plans.
- Creating Statistical Process Control (SPC) Charts.
- Building a Control Plan to Sustain Gains.
- Documenting New Standard Operating Procedures (SOPs).

Unit Five: Leading and Sustaining Change in Public Organizations

- Principles of Change Management in a Bureaucratic Environment.
- Communicating the Vision for Continuous Improvement.
- Overcoming Resistance to Change in Public Agencies.
- Developing Performance Dashboards and Scorecards.
- Building and Leading High-Performing Improvement Teams.
- Creating a Long-Term Continuous Improvement Roadmap.
- Final Project Presentations and Course Review.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

How can the principles of Lean Six Sigma be adapted to measure and improve 'public value' and 'citizen trust', which are often intangible, unlike traditional manufacturing metrics?

What unique qualities does this course offer compared to other courses?

This course distinguishes itself by being exclusively tailored for the public sector, moving beyond the manufacturing-centric origins of Lean Six Sigma to address the specific nuances of government. Unlike generic programs, our curriculum focuses on metrics that matter in public service, such as citizen satisfaction, policy effectiveness, and transparency, rather than solely on profit and loss. We use case studies drawn directly from municipal, state, and federal government agencies, ensuring the content is relatable, relevant, and immediately applicable to the participants' work environments. The training emphasizes the critical skills of stakeholder management and navigating bureaucratic structures, which are essential for successful project implementation in the public domain. Furthermore, the course content is designed to empower leaders to foster a sustainable culture of continuous improvement, focusing on long-term systemic change rather than just short-term tool application. It provides a strategic framework for creating public value and enhancing service delivery in a way that resonates with the mission and responsibilities of public servants.