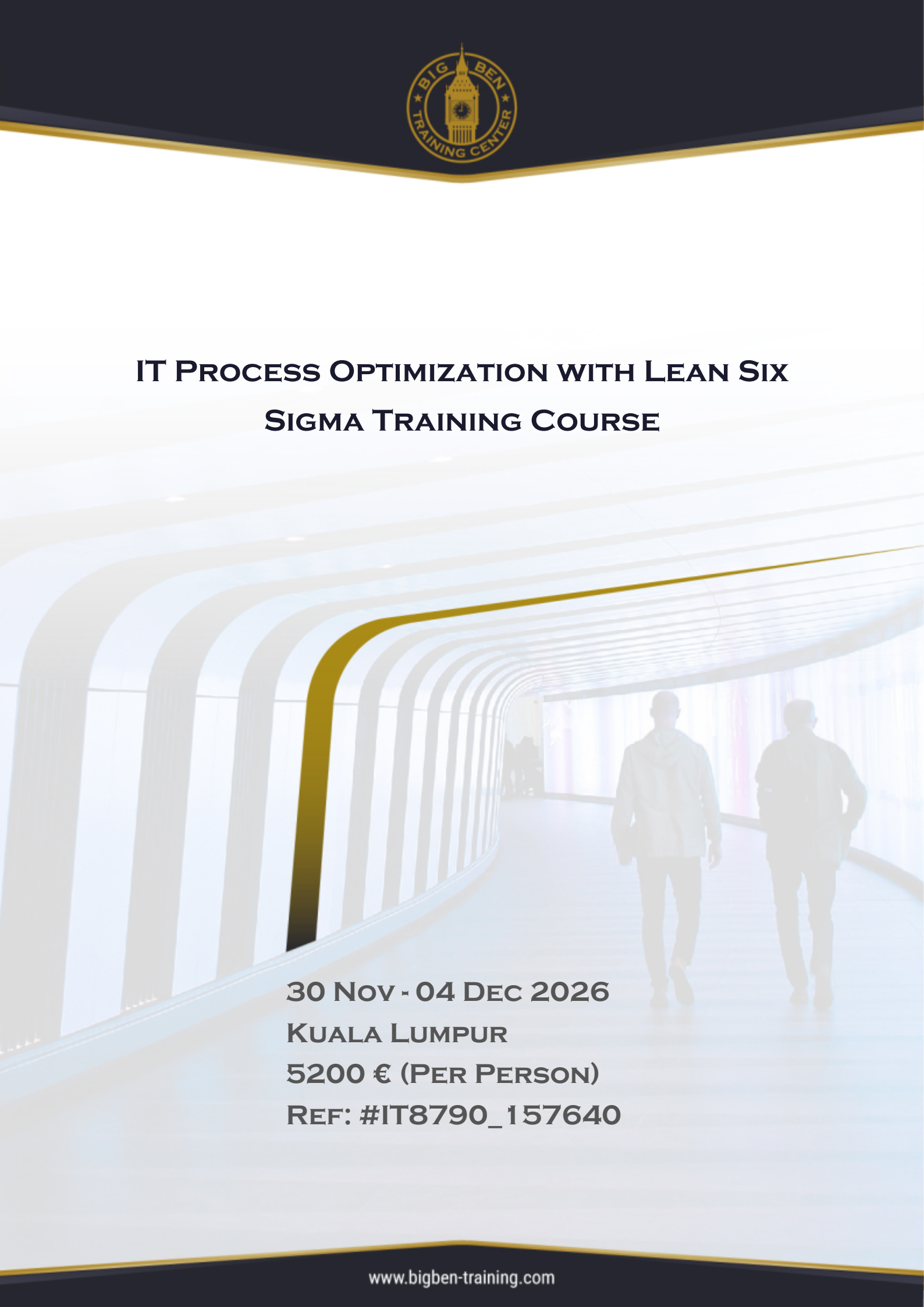
IT Process Optimization with Lean Six Sigma Training Course



30 Nov - 04 Dec 2026

Kuala Lumpur

5200 € (Per Person)

Ref: #IT8790_157640

Course Introduction / Overview:

This intensive training course is designed to equip IT professionals with the skills to implement Lean Six Sigma methodologies for significant process improvement. In today's competitive landscape, IT departments are under constant pressure to deliver services faster, more reliably, and with fewer resources. This course provides a structured framework to achieve these goals by combining the waste-reduction principles of Lean with the quality-improvement power of Six Sigma. Participants will delve into the DMAIC (Define, Measure, Analyze, Improve, Control) methodology, specifically tailored to address challenges unique to IT environments, such as software development lifecycles, incident management, and infrastructure deployment. Drawing upon the practical insights of experts like Michael L. George, author of "The Lean Six Sigma Pocket Tool book," the curriculum moves beyond theory to focus on real-world application. BIG BEN Training Center has developed this program to empower attendees to lead data-driven improvement projects, enhance IT service management (ITSM), and foster a culture of continuous improvement that directly contributes to organizational success and operational excellence. This is a comprehensive journey into transforming IT operations from a cost center into a strategic value driver.

Target Audience / This training course is suitable for:

- IT Managers and Team Leaders.
- Process Improvement Specialists.
- Quality Assurance Engineers and Analysts.
- IT Project Managers.
- DevOps and Agile Practitioners.
- IT Service Management (ITSM) Professionals.
- Systems and Business Analysts.
- Infrastructure and Operations Staff.
- Software Developers and Architects.

Target Sectors and Industries:

- Technology and Software Development.
- Banking and Financial Services.
- Healthcare and Pharmaceuticals.
- Telecommunications.
- Manufacturing and Engineering.
- Retail and E-commerce.
- Government Agencies and Public Sector Organizations.
- Consulting and Professional Services.

Target Organizations Departments:

- Information Technology (IT) Operations.
- Software Development and Engineering.
- Quality Assurance (QA) and Testing.
- Project Management Office (PMO).
- Infrastructure and Network Management.
- Cybersecurity Operations.
- Help Desk and Service Support.
- Business Process Management (BPM).

Course Offerings:

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

- Apply the DMAIC methodology to solve complex IT operational problems.
- Utilize Value Stream Mapping to identify and eliminate waste in IT workflows.
- Conduct root cause analysis for recurring IT incidents and system defects.
- Develop meaningful IT performance metrics and data collection plans.
- Implement statistical process control to monitor and maintain IT service stability.
- Lead process improvement projects within an IT department.
- Integrate Lean Six Sigma principles with Agile, DevOps, and ITIL frameworks.
- Foster a culture of continuous improvement within their technical teams.
- Translate business requirements into Critical to Quality (CTQ) characteristics for IT services.
- Create effective control plans to sustain gains from IT process improvements.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, practical, and engaging, ensuring that participants can immediately apply their learning in the workplace. We move beyond traditional lectures by incorporating a blended learning approach that includes expert-led instruction, IT-centric case study analysis, and collaborative group workshops. Participants will work in teams to tackle real-world IT scenarios, such as mapping an incident resolution process or analyzing software bug report data. The course heavily emphasizes hands-on application of Lean Six Sigma tools through interactive simulations and exercises. This experiential learning is reinforced by continuous feedback from the instructor and peer-to-peer discussions, which encourage the sharing of diverse perspectives and challenges. Our approach ensures that attendees not only understand the theory behind Lean Six Sigma but also gain the confidence and competence to implement these powerful methodologies within their own IT environments to drive measurable results.

Course Agenda (Course Units):

Unit One: Foundations of Lean Six Sigma in an IT Context

- Introduction to Lean principles and the eight wastes in IT.
- Core concepts of Six Sigma and statistical thinking.
- Understanding the DMAIC and DMADV frameworks.
- The synergy between Lean Six Sigma, ITIL, Agile, and DevOps.
- Defining value from the perspective of the IT customer and user.
- Identifying potential IT process improvement projects.
- Roles and responsibilities in a Lean Six Sigma IT project.

Unit Two: The Define and Measure Phases for IT Projects

- Developing an effective IT project charter and scope statement.
- Capturing the Voice of the Customer (VOC) for IT services.
- Translating VOC into Critical to Quality (CTQ) requirements.
- Detailed process mapping techniques for IT workflows (VSM, Swimlane).
- Developing a data collection plan for IT metrics (e.g., uptime, ticket resolution time).
- Introduction to measurement system analysis (MSA) for IT data.
- Calculating baseline process performance and sigma levels.

Unit Three: The Analyze Phase for IT Problem Solving

- Identifying sources of variation in IT processes.
- Graphical analysis tools for IT data (Pareto charts, histograms, scatter plots).
- Conducting root cause analysis for IT problems (Fishbone diagrams, 5 Whys).
- Introduction to hypothesis testing for IT scenarios.
- Analyzing process capability for service level agreements (SLAs).
- Identifying bottlenecks in software development and deployment cycles.
- Validating root causes with data before jumping to solutions.

Unit Four: The Improve and Control Phases in IT Environments

- Brainstorming and selecting potential solutions for IT process issues.
- Techniques for error-proofing (Poka-Yoke) IT processes.
- Pilot testing and implementing improvement solutions.
- Fundamentals of change management in an IT organization.
- Developing a process control plan for sustained performance.
- Using statistical process control (SPC) charts for IT monitoring.
- Standardizing improved processes and documenting new procedures.

Unit Five: Integrating Lean Six Sigma with Modern IT Practices

- Applying Lean principles to IT infrastructure and cloud management.
- Using Kaizen events for rapid IT process improvement.
- Building a culture of continuous improvement and operational excellence in IT.
- Advanced tools for IT process optimization.
- Presenting project findings and recommendations to stakeholders.
- Developing a roadmap for Lean Six Sigma deployment in an IT department.
- Capstone project simulation: Applying DMAIC to a comprehensive IT case study.

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:

Beyond reducing defects and cycle times, how can Lean Six Sigma principles fundamentally reshape the strategic role of an IT department within a modern organization?

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

This course distinguishes itself by its exclusive focus on the application of Lean Six Sigma within the complex and dynamic Information Technology sector. Unlike generic programs that rely heavily on manufacturing examples, every case study, tool, and discussion is tailored to address the specific challenges of IT, such as incident management, software development lifecycles, and service delivery. A key differentiator is the course's emphasis on integrating Lean Six Sigma with contemporary IT frameworks like Agile, DevOps, and ITIL, providing a holistic view of process excellence that reflects modern operational realities. The curriculum is designed not merely to teach tools, but to cultivate a data-driven, problem-solving mindset. Participants engage in practical, hands-on simulations that mirror real-world IT scenarios, ensuring they can transition from theory to application seamlessly. Furthermore, the course content moves beyond simple defect reduction to explore how these methodologies can elevate the IT department's strategic value, transforming it from a support function into a key driver of business innovation and efficiency. The focus is on building sustainable capabilities and fostering a lasting culture of continuous improvement.