

Lean Six Sigma M&M Exercise



Purpose of the simulation

To learn about Six Sigma methods via a practical case study. The goal is to define **customer requirement by means of Critical to Quality (CTQs) criterias**, as well as to calculate the process quality.

Content

- Each participant will receive one packet of M&Ms. But s/he is not allowed to eat them - they provide important data for the following analysis!
- Firstly, the defects must be clearly defined using customer requirements, which are converted into CTQs.
- Afterwards, the participants will perform a quality check of the M&Ms. The results will indicate the quality of the process. The problem of measurement errors will also be highlighted.
- A Pareto chart will be used to support the analysis and the prioritization of defects.
- Finally, the results of the simulation will be discussed jointly and an outlook will be given on how to proceed further with improvement projects.

Number of participants

8 to 40 people.

Duration

About 1 hour.

Prerequisites

Suitable conference room, beamer, Metaplan board or flip chart. The exercise with expendable material will be provided by PROCISE.

Registration & questions

We will be happy to answer all your questions at + 49 69 24 24 06 60.

Or send us an e-mail at training@procise.com.