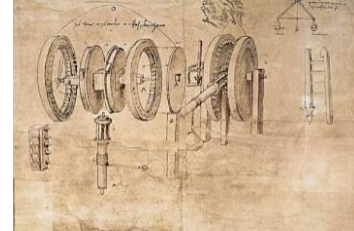


## Design for Six Sigma (DFSS)

40 Hrs.

**Description:** DFSS focuses on the tools and techniques to develop a robust design of new products, processes and services. It all starts from understanding the customer expectations, needs and issues, from which concepts are developed and refined, verified and validated, ultimately resulting in design that will delight the customer. Organizations have created a variety of approaches to the DFSS process, modifying it for their own needs, but there is a common thread that is essential in the beginning stages of any new product and service introduction (NP&SI) process.



**Objective:** This 10 week course will follow a gated project structure based on a classroom scenario. Learners will understand the purpose and activities for each phase and the key deliverables at each gate. They will also be able to facilitate the tools necessary to complete each phase. At the end, they can expect to have a working knowledge of the DFSS process, capable to apply on their own. Learners are encouraged to bring a project concept of their own to the first class that can be worked over the 10 week course.

**Who Should Attend:** DFSS tools and techniques are applicable not just for design engineers, but also to finance, service, operations, and sales professionals. Actually, anyone designing a product, process or service which will be a true "Customer Delighter!"

### **Topics Covered:**

- Project Selection and Scoping
- Kano Analysis
- Pugh Concept Selection Method
- Quality Function Deployment
- Design for X
- Theory of Inventive Problem Solving
- Design of Experiments and Taguchi Methods
- Failure modes and Effects Analysis (FMEA)

**ETI Instructor Mike Letson** is a certified Six Sigma Black Belt (SSBB) working in a variety of industries from city governments to manufacturing. He is known for his high energy and results driven instructional techniques. He brings a wide range of experience from military, corporate, manufacturing, and entrepreneurship, allowing him to relate topics directly to each participant.

**Employment Training Panel (ETP) Cost: \$350.00 per employee\***

***Non-ETP COST: \$1,390.00 per employee***

**WHEN: Wednesdays  
9/6/17 - 11/15/17  
4:00pm to 8:00pm**

**WHERE: College of the Canyons  
Dr. Dianne G. Van Hook University Center  
26455 Rockwell Canyon Rd. Valencia, CA**

**For more information or to register, please contact Jocey Hogan  
at 661.362.5657 or [jocey.hogan@canyons.edu](mailto:jocey.hogan@canyons.edu)**

\*For employees of eligible employers. Employees are not considered registered until all paperwork is received, a \$350 participant fee, per trainee, has been paid to the Santa Clarita Community College District and the Employment Training Panel has determined eligibility. State subsidy is contingent upon the trainee completing all the Employment Training panel requirements. Please contact the Employee Training Institute, 661.362.5657, for details on eligibility requirements.