

## **TERM OF REFERENCE (TOR)**

### **MyCURE- LEAN SIX SIGMA PROBLEM SOLVING APPROACH**

#### **Rationale:**

Six Sigma is a methodology used to improve business processes by utilizing statistical analysis rather than guesswork. Processes are improved by controlling variation and understanding the intricacies within them. This results in more predictable and profitable business processes.

The Lean methodology relies on 3 very simple ideas, deliver value from your customer's perspective, eliminate waste (things that don't bring value to the end product) and focus on continuous improvement.

Combines the tools, methods and principles of Lean and Six Sigma into one, we will get a popular and powerful methodology for improving our organization's operations.

In the nutshell, Lean Six Sigma is a process improvement methodology designed to eliminate problems, remove waste and inefficiency, and improve process to provide a better response to customers' needs. Lean Six Sigma is a team-oriented approach has proven results in maximizing efficiency and dramatically improving profitability for businesses around the world.

MyCure problem solving approach fundamentally used the Lean Six Sigma methodology with a simplified approach to avoid complexity of Six Sigma tools. DMAIC problem-solving method will be applied to help the team in MyCure projects. The DMAIC problem-solving method is the roadmap that can be used for any projects or quality improvements that need to be made.

#### **Training Objectives:**

This video training is aimed to help participants to master MyCure principles and Lean Six Sigma methodology. As organizations strive for continuous improvement, they seek individuals that can employ problem solving and business know-how to enhance internal processes. This training will position participants of the training to take the lead in quality management projects.

#### **Course Duration and Coverage:**

The video training course is divided into 4 modules covering 2.5hours training video that will explain key foundation and concept of MyCure (Lean Six Sigma), the DMAIC methodology, and demonstrate on step by step problem solving approach that can benefit our organization.

#### **Training Fees**

Module	Contents	Training Length (minutes)- Recording	Recording and Preparation (hours)	Module Fees
<b>Introduction to Lean Six Sigma</b>	1. Introduction to MyCure, Lean and Six Sigma. 2. DMAIC Problem Solving Methodology	15	20	RM 200 X 20= RM 4,000
<b>Define Phase</b>	1. Define the problem using a high-level Problem Statement 2. Identification of the customers impacted by the problem 3. Define CTQs (Critical to Quality) characteristics from the customer's point of view 4. Develop a Project Charter 5. Process Mapping- SIPOC and Flow Process Chart	45	13	RM 200 X 13= RM 2,600.00
<b>Measure Phase</b>	1. Understanding Current Performance Data 2. Types of Data 3. Identify Key Input, Process and Output Metrics 4. Develop Data Collection Plan 5. Perform Data Collection	30	10	RM 200 X 10= RM 2,000.00
<b>Analyze Phase</b>	1. Introduction to Data Analysis 2. Steps in Data Analysis 3. Making Sense of Data 4. Understanding Basic Statistic 5. Analysis tools-5 Whys , CE Diagram,, Box Plot , Pareto Chart, histogram etc.	45	10	RM 200 X 10= RM 2,000.00
<b>Improve and Control</b>	1. Introduction Towards Idea Generation 2. Improvement Techniques 3. Pilot project 4. Control plan.	30-	7	RM 200 X 7= RM 1,400.00
<b>TOTAL</b>		<b>150</b>	<b>40</b>	<b>RM 8,000.00</b>

