



Design for Six Sigma Training Program

23 July 2014

HKIB
CPD3
Hours

Objective

While most banks facing serious competition in a highly-controlled and matured market, they usually involve devoting considerable time and resources to developing a corresponding model for their success. Design for Six Sigma is more than a process and it is a competitive advantage approach to designing or re-designing new services to meet or exceed customer requirements and expectations. Participants will be able to understand and utilize this effective model to identify and quantify business opportunities as a winning formula for business success.

Programme Outlines

It is an interactive workshop with practical experience for real life applications. Topics cover:

- Design for Six Sigma Overview and its successful applications
- Introduction of tools (illustrated by showcase) for phases of:
 - Define (understand market situation and potential)
 - Measure (quantify business opportunities)
 - Analyze (identify critical-to-success competitive edge)
 - Design (develop CTS competitive edge)
 - Verify (ensure effective rollout of products / solutions)

Target Audience

- Bank executives who responsible to drive new product or service, develop new market or customer segment, or process design
- Banking practitioners who wish to enhance their knowledge & job competency in process design
- Any person who is interested in getting more business or building competitive edge for their company

Speaker

The trainer has over 20 years of experience in quality & change management positions in various multinational organisations. She was the Quality Leader & Master Black Belt in GE and the first Black Belt to roll out Six Sigma in HK. She was the regional VP responsible for Process Improvement in 12 countries in Asia Pacific with US\$ 30 million benefits track record. She is qualified Quality Auditor in ISO 9000 and CSMAS 86 and lead a team to achieve the 1st CMSAS certification in APAC. She is a qualified trainer for various programs and taught 1000+ people in DMAIC, DMADV, PDCA, CFPI, ISO 9000 and CMSAS 86.

Programme Details

Language	: Cantonese (supplemented with English materials)
Date	: 23 July 2014 (Wednesday)
Time	: 19:00 - 22:00
Duration	: 3 hours
Venue	: 3/F Guangdong Investment Tower, 148 Connaught Road Central, Sheung Wan (Sheung Wan MTR Station Exit C)
Fees	: HK\$900 (Members) HK\$1,000 (Corporate members' staff) HK\$1,100 (Non-members)
Enrollment	: By fax at 2544 9946 or In person to our Institute
Enquiry	: 2153 7877 / 2153 7865

Registration Form

Design for Six Sigma Training Program (HP-P14-0708)

(as on I.D. Card)

Full Name: Mr / Ms
(in English)Full Name: []
(in Chinese)

Membership no:

Organization:

Department:

Position:

E-mail:

(confirmation will be sent via e-mail one week before course commences)

Mobile / Telephone no:

Payment Method : Crossed cheque made payable to **The Hong Kong Institute of Bankers** (Cheque no.: _____) Credit Card : VISA Mastercard Amount: HK\$ _____

Cardholder Name : _____ Signature : _____

Card No. : _____ Expiry Date : _____ (mm/yy)

How did you know about this program?

- Website HR Department E - news Others (Please specify): _____
- Friends / Colleagues Banking Today HKIB Counter _____

Terms and Conditions

1. All fees paid are non-refundable and non-transferrable.
2. Participants who have settled payments will receive course confirmation by e-mail within 7 days prior to the course date.
3. All payments must be settled before course commencement.
4. Priority of enrolment will be given on a 'first-come-first-serve' basis. HKIB Member will have priority to register if there is limited seat remained for the program.
5. We reserve the right to reject an enrolment at any time.
6. We reserve the right to cancel, modify and/or postpone the course due to unforeseen circumstances.
7. The information given and personal data collected will be used for the purpose of administration and communication by the Institute.
8. For the Typhoon or Rainstorm arrangement, please refer to the confirmation e-mail or HKIB's website (www.hkib.org).