



Lean Sigma Coaching for Professional Institute

Client Case Study

Client

A leading professional institute, working in partnership with the British Quality Foundation (BQF) and European Foundation for Quality Management (EFQM), to help organisations achieve their strategic vision and enhance business performance by inspiring, supporting and recognising excellence.

They offer a wide range of bespoke support including Lean Six Sigma certified development programmes.

Challenge

Develop a Lean Six Sigma programme for a mixed group, drawn from various sectors.

Build member understanding and awareness to facilitate improved performance, better outcomes and reduced timescales for Lean Six Sigma projects.

Meet the needs of anyone likely to be directly involved in project management or project support.

Appeal to Middle and Senior Managers who have recently joined organisations employing process improvement methodologies, or considering commencing a Lean Six Sigma programme in their business.

Approach

A bespoke programme was developed and successfully delivered covering;

- The concepts behind Lean Six Sigma
- What does the customer want?
- Processes - performance and variation
- Data - Why you need it and what to do with it?
- Identifying root causes and improvements
- Making improvements stick
- Transferring the improvements for more benefits

Outcome

The training was extremely well received with candidates scoring the course **9.8 / 10** and deploying the expertise within their organisations.

Our sincere thanks to Linea for delivering a fantastic improvement & mentoring programme on behalf of our institute members. The feedback from our membership was extremely positive and I'm really grateful for all your help and support. I would also like to extend my gratitude to the team for leading & facilitating our annual conference.

**Chief Executive Officer
Professional Quality Improvement Institute**