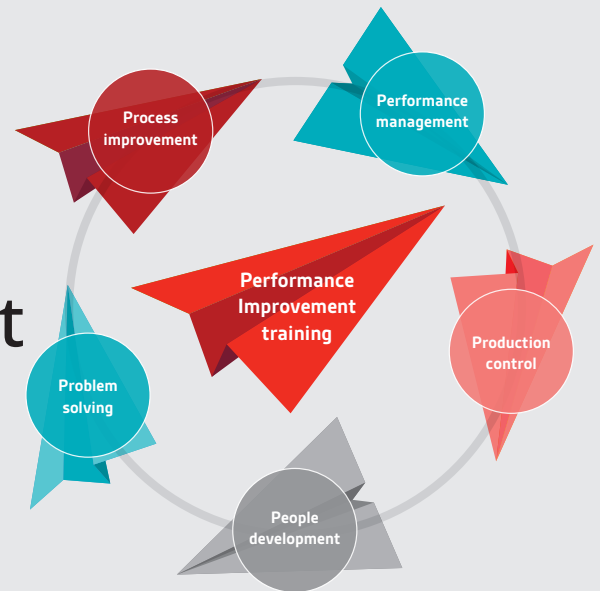# bsi.

BSI Academy
Performance Improvement Training Courses

How do you improve the performance of your business?

As the creator and shaper of many of the world's most popular standards, BSI has expertise in management systems that help organizations improve in various aspects from quality, information security, environmental impact and many others.

At BSI, we believe that organizational success goes beyond management system. It is essential for organizations to instil and integrate operational excellence at the very core of business/operational processes, along with the culture of problem solving and continuous improvement.

What does improvement mean to your organization?

An intent or drive to advance and progress from the current status quo.

- Improving or/and streamlining processes to raise efficiency, reduce turnaround time and ensure customer satisfactions.

- Managing both operational and personnel output/performance (key indicators) to have better control of daily activities.

- Implementing process improvement techniques and quality methodologies to enhance and expand operational and delivery capabilities.

- Problem-solve and troubleshoot critical issues to strive for quality and delivery excellence.

The key to successfully implement and sustain these initiatives lies in the capability of the people. They have to be rightly trained, and equipped to be able to initiate, lead, manage and carry-out continuous improvements.

ISO Clauses on Improvement

The organization shall continually improve the suitability, adequacy, and effectiveness of the management system.

The organization must consider the results of analysis and evaluation, and the outputs from management review, to determine if there are needs or opportunities that must be addressed as part of improvement.

Performance Improvement training courses

We've worked with clients the world over who've shared their issues – whether that's getting to the root cause of an issue or embedding process improvements. We've developed a range of training courses using this insight, and best-in-class industry tools.

Process Improvement

Six Sigma certification training courses
- Certified Six Sigma Yellow Belt
- Certified Six Sigma Green Belt
- Certified Six Sigma Black Belt
- Upgrading to Certified Six Sigma Black Belt

Lean Six Sigma certification training courses
- Certified Lean Six Sigma Yellow Belt
- Certified Lean Six Sigma Green Belt
- Certified Lean Six Sigma Black Belt
- Upgrading to Certified Lean Six Sigma Black Belt

Certified Lean training courses
- Certified Lean Practitioner
- Certified Lean Expert
- Certified Lean Master
- Upgrading Certified Lean Expert
- Upgrading Certified Lean Master

Problem Solving

- The A3 report: A Lean problem solving and reporting process
- Problem Solving Through 7QC Tools Made Easy
- 8-Disciplines (8D) Team Oriented Problem Solving Technique
- Effective Root Cause Analysis (RCA)
- Effective PDCA Management & Deployment Techniques

Production Control

- An Effective Calibration System
- Fundamentals of Acceptance Sampling
- Process Mapping Toolbox Towards Excellence
- Zero Acceptance Number Sampling Plan
- Gage Repeatability & Reproducibility (GR&R)
- Zero Defect through Poka Yoke
- Kanban Pull System with Heijunka Program
- Total Productive Maintenance (TPM): Key to Production Effectiveness
- Total Productive Maintenance (TPM) for IATF 16949:2016
- Constraints Management : Key to Achieving `The Goal'
- Quick Changeover for Operational Flexibility and Responsiveness
- Overall Equipment Effectiveness (OEE) Explained
- Kaizen Implementation
- Work Engineering for Smooth Flow Manufacturing
- Training Within Industry (TWI)
- Advanced Pull Manufacturing with Heijunka
- Lean Office Practice: Improving Transactional Processes with Lean
- Manufacturing excellence through Lean transformation
- Lean Supply Chain Management: Extending the Lean Enterprise
- Enhancing Process Efficiency with Value Stream Management

Minitab software training courses
- Introduction to Minitab
- Practical Design of Experiment (DOE) with Minitab Software
- Measurement System Analysis (MSA) with Minitab Software
- Statistical Process Control (SPC) with Minitab Software
- Advanced Statistical Process Control (SPC+) with Minitab Software

5S training courses
- Implementation of 5S Practices
- Internal Auditing of 5S Practices

Performance Management

- Developing and managing key performance indicators (KPIs)

People Development

- Confident Communication
- Impressive Presentations Skills
- Essential Communication Skills For Auditors
- Managing People for Success
- 21st Century Supervisory Skills
- Improving Personal Effectiveness and Productivity
- EI for Workplace
- The Art of Effective Customer Complaints Handling
- Kemahiran Penyeliaan Abad Ke 21
- Training Excellence: Train the Trainer

International Association for Six Sigma Certification (IASSC) Accredited

BSI is an IASSC Accredited Training Organization™ for **Certified Lean Sigma Green Belt and Certified Lean Sigma Black Belt courses**.

The Council for Six Sigma Certification (CSSC) Accredited

BSI is CSSC accredited training provider for **all Certified Six Sigma courses and Certified Lean Six Sigma courses.**