

Course Syllabi

1. INDU-00016 LEAN SERVICES AND SIX SIGMA I (I2)

2. 144 credits hours.

3. Bibliography

- Pensamiento Lean, Pinto J. Paulo, 2014
- The Six Sigma Handbook, Pyzdek, Thomas, 2018

4. Specific Course Information

- a. The subject of Lean Services and Six Sigma belonging to the Route 2 Services Management. It allows the student to design, improve and organize management systems and models oriented towards the search for the efficiency of the provision of services. In addition, the subject aims to propose improvements in processes from the approach of the slender systems, the creation of value and the reduction of waste, to identify the various techniques of the philosophy LEAN THINKING applied to situations of service os. The approach of an analysis of the nature of the services, characteristics, dimensions among other aspects. Subsequently, the philosophy of LEAN SERVICES is presented complemented with the philosophy SIX SIGMA through the DMAIC tool. This fusion of methodologies aims at providing a new approach approach to the management of services. This subject contributes to the discharge profile of the career in the capacity that the professional: RAbet2. Design: Applies engineering design for pro • Designs and implements management models oriented to the optimization of processes. RAbet6. Experimentation: Develops and carries out appropriate experimentation, analyzes and interprets the data and uses engineering criteria to obtain conclusions./ • Recommends the best procedure for optimising a yes RAbet7. Self-learning: Acquire and apply new knowledge as required, using appropriate learning strategies./ • Identify the development problem where an intervention project will arise
- b. Prerequisites:
- INDU-00021 PRODUCTION CONTROL SYSTEMS
 - INDU-00007 QUALITY MANAGEMENT
 - INDU-00017 LOGISTICS AND SUPPLY CHAIN MANAGEMENT

5. Learning Objectives of the Course

- a. Analyze the tools of the LEAN SERVICES SIX SIGMA philosophy and design them for application in business service environments; in addition to interpreting the data with engineering criteria with appropriate learning tools.
- Analyze the nature of the services.
 - Identify the solutions tools of the Lean philosophy.
 - Know the methodology of joint application LEAN SIX SIGMA
- b. Learning Outcomes
- Identify when applying the various techniques of reading in service situations.
 - Propose process improvements from a lean systems approach
 - Analyze different scenarios of business life in the nature of services
 - Identify the constitutive elements of philosophy read six sigma.

6. Course Topics

- Services
- Introduction to read thinking

- Lean solutions
- Lean six sigma
- Lean six sigma in services