

# Process Improvement

## Duration

Days (16 hours)

## Target Audience

- Managers or above
- Supervisors
- Anyone interested to improve process performance

## Methodology

- Group Exercises
- Experience Sharing
- Classroom

## Certificate Awarded

A JASG certificate is awarded upon successful completion of the course.

*This Course will equip you with the skills to evaluate current operation performance and approach to improve the results in ease-to-use and well-proven principles.*

## Objectives

Upon completion of the course, participants will:

- Understand and mapping the operation process
- Measure the process performance
- Realize the right direction for driving process improvement

## Course Outline

- Process Concept
- SIPOC
- Process Mapping
- Measurement of Process Capability and Stability
- Process Improvement Essentials
- Introduction to Statistical Process Control
- Introduction to Lean Six Sigma Methodology



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**课程期间**  
2 天 (16 小时)

## 课程对象

- 经理或以上
- 主任
- 对流程改善或表现有兴趣人士

## 授课形式：

- 小組及個人練習
- 經驗分享
- 課堂

## 获颁证书

学员顺利完成课程后，将获颁怡中航空服务公司培训证书。

本课程将使您掌握如何评估当前营运或商业流程的表现，以既易于使用和经过充分验证的原则去改善流程所产生之结果的方法。

## 课程目标

完成课程后，参与者将能够：

- 理解和映射营运及商业操作流程
- 测量流程表现
- 实现推动流程改进的正确方向

## 课程内容

- 流程理念
- SIPOC
- 流程映射 Process Mapping
- 過程能力和穩定性的測量及分析
- 流程改進要點
- 統計過程控制技術, SPC 簡介
- 精益六西格碼, Lean Six Sigma 方法論簡介



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