



Service University
challenge your horizon

Our colleague

Philipp Riesenkampff

**successfully completed
the following course
at the Service University:**

**Quality Focus / Six Sigma
Green Belt Training
28 – 30 Sept / 13 – 14 Oct 2004**

Course contents:

- Overview and history of Six Sigma
- DMAIC Improvement Process
- Cause-and-effect relationships
- Types of variation

Trained tools:

- Project Charter
- SIPOC Process Map
- Fishbone Diagram
- Data display - plotting data
- Activity and Deployment Flow Charts
- Value Added Flow Analysis

Sabine Wenter
Director Service University