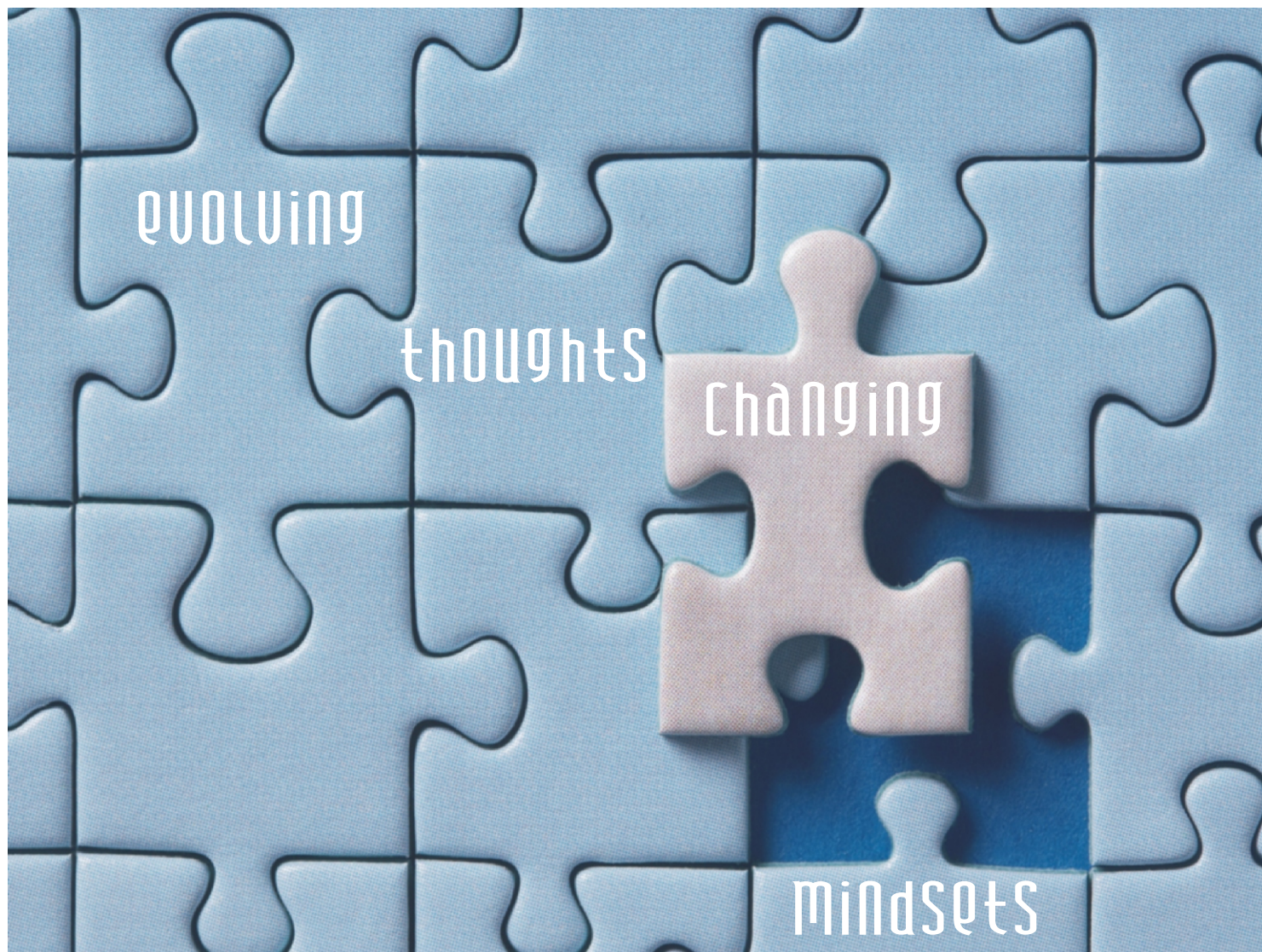


SKIL



Training & Consulting in
Performance Management

ABOUT US

SKIL is an established firm engaged in providing Training and Consultancy services to improve business results and customer satisfaction. We use Six Sigma & Lean methodologies to create a culture of continuous improvement. By the virtue of changed continuous improvement culture, organizations achieve breakthrough improvements in performance.

SKIL is empowered with qualified and experienced personnel who preach and practice Six Sigma & Lean methodologies to the diversified segments of the industry today. The Quality and Delivery of our services has earned us long term relationships with our clients and thus has made us more reliable to engage for performance management related services.

We believe that the only way to attain our vision is by offering value to our clients and, thus we stand by our commitment, desirous to partner in achieving their vision.

Our Vision

Keep reinventing ourselves until we become the most sought, Consulting & Training firm for achieving Breakthrough performance improvement.

Our Commitment

Training must end with facilitation of implementation, thus we walk with you through your journey to success

OUR SERVICES

We specialize in providing consulting and training programs linked with achieving business performance improvements through Six Sigma & Lean approaches. Applicability of our services is independent of the size and nature of business a company is engaged in, and can be looked upon in three broad ways.

CONSULTANCY

Under this service our team engages with client team towards achieving resolution to the problems faced. Experienced and Qualified resources from SKIL facilitate the problem solving process on site. Benefits of availing this service include...

- Achieving of quick and demonstrable success stories that would act as your own example to lead the organizational change initiative.
- Creates a need for a renewed organizational learning process.

The Client team representatives who participate in these initial problem solving assignments learn on the job about the concepts of improving performance. These participants should be perceived as prospective change agents within the organization.

A series of quick and demonstrable success stories motivates the organization to embrace change on a larger scale. At this stage, organizations desires more people to participate in the change process and be contributive as well as successful.

Having geared up for an organization wide change initiative and embrace Six Sigma & Lean as 'the way we work'. The efforts need to be fueled by building people competencies who can take over the responsibility to drive the change process.

OUR APPROACH

Our services can be integrated in the following way to ensure successful deployment of Six Sigma & Lean philosophy in the organization.

SERVICE	SKIL	CLIENT	OBJECTIVE
CONSULTANCY	Nominates BB/MBB to facilitate the project onsite	Nominates respective Team leaders & members to work internally on the project selected.	Generate quick demonstrable success stories to fuel Six Sigma & Lean deployment in the organization
Identification of improvement opportunity focused on achieving business results / 100 % customer satisfaction ↓ Structured & systematic execution of project using Six Sigma and Lean concepts. ↓ Successful completion of the project/s and setting a demonstration case. ↓			
TRAINING & CERTIFICATION PROGRAMS	Help identify prospective GB/BB candidates, train and certify them on the required GB/BB skills.	Nominates prospective participants for BB / GB training & Certification programs.	Accelerate the efforts towards Enterprise Wide Deployment of Six Sigma & Lean initiative



Our commitment to Quality and Delivery of our services has earned us long term relationships with many clients, including the world's No.1 BPO company. In the initial wave of Black Belt training, one of the process improvement projects registered \$ 1,96,000 as project savings!! Such success stories achieved through Six Sigma and Lean has further motivated other Business Units to embrace these practices.

✿ TRAINING & CERTIFICATION PROGRAMS

Under this service we train and certify the human resources to lead the change initiatives in the organization.

SIX SIGMA OVERVIEW PROGRAM

In this highly focused one day session, an overview of Six Sigma philosophies is covered with deployment discussions, key executive roles & responsibilities in a Six Sigma organization. In this program, leaders discuss and explore the need and applicability of Six Sigma strategies to achieve sustained growth.

SIX SIGMA CHAMPION'S PROGRAM

Champions are those functional, departmental, business unit heads or managers, who set and maintain broad goals for improvements projects under his or her charge. They coach and approve changes in, direction or scope of the project. They advocate team's effort to leadership group while ensuring availability of resources for projects and smooth handoff of conclusions to the concerned people. They undergo two days program covering basic Six Sigma principles involved in process improvement, core measurement and improvement tools.

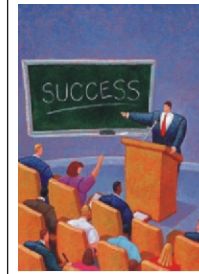
SIX SIGMA GREEN BELT TRAINING AND CERTIFICATION

Trained & Certified Green belts gather & analyze data to assist Black belts in achieving project goals and objectives. Green belts in an organization spend a proportion of their time towards projects focused on achieving continuous improvements. Training programs for the Green belts spans to 10 days designed to suit the ongoing improvement initiatives in the organization. An organization pursuing or willing to pursue Six Sigma, significant proportion of the employees are expected to undergo this form of training so that the language of Six Sigma is well spoken and understood by all.

SIX SIGMA BLACK BELT TRAINING AND CERTIFICATION

Black belts are perceived to be future leaders in the organization. A leader who has traveled the path of a "Change Agent" and has gained mastery over the Six Sigma methodologies of achieving breakthrough improvements focused on business and its customers. Such prospective leaders are identified and subjected to an intensive Six Sigma Black Belt Training & Certification. They undergo an extensive training of 15 days spread across four months.

OVERVIEW



For the Senior Management to understand the need, benefits and the challenges involved in successful Six Sigma deployment.

CHAMPION



For the Middle Management who - sponsor projects, head functions, act as a liaison to the senior management and review the milestones and deliverables of a project.

GREEN BELT



For those who are expected to dedicate a part of their routine time towards Six Sigma projects.

BLACK BELT



For those who are expected to dedicate full time on identifying, prioritizing, defining and executing continuous improvement initiatives.

✿ WORK SHOPS

Under this service we conduct custom workshops on the selected areas of Six Sigma & Lean methodologies. Some of these workshops are shown in the table.

The workshops we offer deliver a quick application related understanding of the concepts covered. This objective is enabled by execution of the workshops in two parts -

Session 1 - Covers subject matter knowledge in class room mode,

Session 2 - Allowing the participants to go to their respective work areas and apply the learning.

These workshops can either be a part of overall deployment program or can be conducted independently. One of the significant benefits of these workshops is delivering a quick and demonstrable understanding of specific Six Sigma and Lean concepts.

ADVANTAGE SKIL

Our services are a unique blend of implementation experiences and subject matter expertise. In the journey to realize our vision, we stand by our commitment to ensure our services add value to the client's investments. Some of the key features of our services are...

FACILITATION OF IMPLEMENTATION

Our facilitators ensure the team is led right through from understanding of the concepts to implementation of ideas on site.

FACILITATORS/ FACULTIES

Program facilitators link conceptual knowledge to participant's own area of work to ensure application oriented understanding of the concepts covered.

Workshop	Description	Deliverables
Measurement System Analysis	How to evaluate Quality Measurement systems?	Be able to evaluate precision and accuracy levels of existing Quality Measurement systems
5S	How to organize the work place & make it compliment achieving better productivity & quality levels?	Implement concepts on select areas to demonstrate 'World Class' work place standards.
Process Capability Analysis	How to evaluate process capability?	Be able to evaluate process capability for a given process
Kanban	How to achieve regularized material flow in the factory?	Be able to design & implement Kanban material flow concepts in the factory.
Value Stream Mapping	How to evaluate 'value added ratio' in the current state?	Understand and prepare current state value stream map.
PDCA & 7 Old & New QC tools	How to use predominant quality improvement tools to fill the gap between current & desired performance levels.	Understand the application of tools to achieve performance improvement.

OFFLINE SUPPORT

Program facilitators make themselves available 'offsite' for any consultation required, on mutual understanding between the facilitators and the participants.

FLEXIBILITY

All the programs, their dates and timings are scheduled bearing participant's other routine responsibilities in mind.

TRAINING CONTENTS & CERTIFICATION

The training program content is designed to be at par with any international Six Sigma certification standards. The Training and Certification process is designed with Rigorous tests, Examinations & Project reviews enabling every participating individual to scribe and demonstrate his/her own success story.

WHAT IS SIX SIGMA

Do you get upset when the newspaper you read early in the morning does not come on time? When your lunch is more salty or spicy than you prefer? Or when your flight is delayed? What is most common with the processes of all types and sizes, from delivering a newspaper at your doorstep to delivering a product or a service to any customer is 'Variation' or in other words lack of consistency in performance.

Variation in process performance has taken its toll on several business enterprise across the world leading to bottom line losses. Without eliminating variation in the process, it is difficult to achieve world class performance standards.

Six Sigma is a unified Business Management approach that engages the business enterprise in 'chasing the variation in performance out of the system'. As a result of this engagement, every organization witnesses achieving of " Breakthrough improvements" in its business processes.

The principles and methodologies when applied in the rightful manner to any business process, regardless of the nature of end product or service, one can expect to see improved:

- Overall customer satisfaction,
- Quality,
- Productivity and Bottom line results.



I had been a Quality Manager for over a year before I enrolled for Six Sigma Green belt program. I was hoping Six Sigma to shock me with much more complex degrees of number crunching than what I was already exposed to, but what shocked me instead was the simplicity of subject. It taught me problem solving in most simplistic of ways. One of the myths which Six Sigma shattered me personally is "something need not be very complex to be very powerful." DMAIC which is the essence of Six Sigma is a structured way to approach and solve a problem and the concept is so generic that it can apply to any industry and even problems in personal life for that matter.

Participant's Speak

WHAT IS LEAN

While Six Sigma is about 'doing the things' right the first time, Lean focuses on how fast you can accomplish this objective. Lean engages the business enterprise in identifying and eliminating such activities which do not add value to the product or service that reaches the customer. Examples of such activities include - Inspection, Rework, Transportation, Material waiting etc. which consume time and resources but do not payoff.

Lean and Six Sigma methodologies together engage the Business enterprise in continuous improvement journey with simultaneous focus on how to be 'right the first time' and how fast can one accomplish it consuming least time and resources.

The process starts with identifying potential areas for improvements with significant impact on meeting customer expectations and its business results. Further, Six Sigma & Lean help organizations in chasing variation and waste out of the system until improvements are sustained and institutionalized. Emphasis is on generating quick demonstrable success stories that motivate organizations to embrace Six Sigma & Lean approach as 'The way we work'.

BENEFITS OF DEPLOYING SIX SIGMA

Even when your company is doing good - as GE was in 1995 - what has prompted so many businesses of varied sizes with diversified products or services to embrace Six sigma? It is...

LEARNING ORGANIZATION

Creates a 'Learning organization' that helps generate sustained success. Six Sigma creates the skills and the culture of constant renewal, which is the only way to continue growth and retain hold on shifting markets.

PERFORMANCE GOAL

Sets a 'Performance goal' from every process and thus a consistent way to: track and improve performance on continual basis.

VALUE TO CUSTOMER

Enhances 'Value to customer', by constantly looking at - What value means to customers (existing and prospective) and planning how to deliver it to them profitably.

RATE OF IMPROVEMENT

Helps a company not only improve performance but also the 'Rate of improvement'. It focuses the organization to achieve improvements in order of 10 folds or more.

BENEFITS OF DEPLOYING LEAN

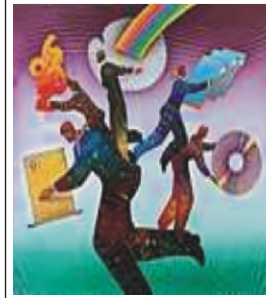
You shouldn't be surprised to find that less than 10% of the time is spent by organizational resources to engage in activities that add value to the product or service delivered to customers. Lean methodology predominantly focuses on:

- Identification and elimination of Non value added activities
- Reduction in lead times required to produce and deliver a product or service.
- Generation of more capacity within the existing resources



A company engaged in processing health care insurance charts achieved 100% of upload meeting SLA on TAT (current state was less than 25%). The time of processing the file reduced so much that one operating shift got eliminated and workload was managed well within two shifts instead of three shifts earlier.

Company engaged in ITES



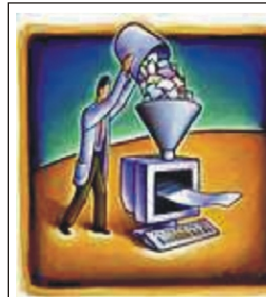
Achieved 99% level on EDT (Employee data timeliness) metric as against SLA of 94%. The current state was 84%

Company engaged in BPO



Increase in on time delivery percentage from below 5% to 100%.

Company engaged in Manufacturing



Reduction in TAT from an existing 21 hours to within 8 hours. One typical bottle neck process witnessed increase in productivity from 125 to 323 units/manhour.

Company engaged in Print Management



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