



We will partner with you on your way to Business Excellence

WABCO

University


Basics

Six Sigma is a process management tool for continually improving quality by systematically eliminating defects in products or processes.

“Sigma (σ)”, the 18th letter of the Greek alphabet, has come to represent the ability to perform defect-free work. “Six” refers to an aggressive quality goal that strives for near perfection, allowing for not more than 3.4 defects per million fault opportunities.

At WABCO, Six Sigma is a comprehensive approach used across our businesses. It’s “the way we work” to:

- conduct market research
- design and test products according to customer requirements
- build quality into products
- bring products to market quickly
- deliver products to customers on time
- receive and process payments

Since 2001, we have trained and certified more than 850 Six Sigma specialists as Black or Green Belts. All WABCO employees undergo at least introductory training in Six Sigma tools and techniques. We use Six Sigma techniques to systematically improve our processes and serve our customers better.

In order to enable you, our partners along the value chain to participate in this breakthrough technology we would like to share our experience

and learning with you and therefore offer **WABCO University** as a leading provider of Quality & Six Sigma training.

With the WABCO Six Sigma Education Program we developed a product portfolio of Six Sigma training packages to the Commercial Vehicle industry. This enables the participants to learn, understand and apply the basic approaches and the necessary tools of Six Sigma. The program contains a recognized certification process which is adopted at industry level.

The participants will work on real projects as part of their education. Aligned with the company of the participant, **WABCO University** will provide individual guidance and help in defining, chartering, driving and finishing these projects to give you real personal and business success.

The elements of the program

The project work will be mainly structured as two 5-day classroom sessions focusing on delivering the necessary skills and tools to be learned in order to achieve the project goals. In these interactive and challenging face-to-face sessions participants will learn to follow a systematic approach, called the Six Sigma Roadmap:



The 2-week sessions will cover the following Six Sigma Curriculum in Module1:

Week 1	Week 2
■ Six Sigma Overview	■ FMEA
■ VOC - Voice of the Customer	■ Intro to SPC
■ QFD - Quality Function Deployment	■ DMADV Intro
■ Project Management and Team Formation	■ Survey Techniques
■ Metrics and Measurements	■ Hypothesis testing
■ Process Mapping Overview and Basics	■ Multi Vari Studies
■ Minitab Introduction	■ Making Comparisons: T-Test, ANOVA, Equ. Var.
■ Basic Statistics	■ Testing Relationships: Chi ² , Correlation, Regression, Residuals
■ Basic Graphs	■ Improvement techniques
■ Measure Process Performance – Attribute	■ DOE Introduction
■ Measure Process Performance – Variable	■ Pugh Concept Selection
■ MSA variable & attribute	■ Control Plans & SOPs
	■ RCCA
	■ Rifle Shot Studies





WABCO University will assign a consultant to you for each project. The project consultant serves as an individual resource for the program participant. He will assist in defining your initial project as well as giving the right Six Sigma Support to drive the project on site. In the final phase he will help to close and review the project. For these activities the WABCO Six Sigma Education Program provides a maximum of five additional days, to be determined by the needs of the participants.

Trainers and project consultants are educated and certified Six Sigma Specialists with many years of experience in realizing Six Sigma Projects in practice. They come from different sectors within the WABCO Organization, ready to share practical and result-driven knowledge. Several Certified Master Black Belts at WABCO provide the full range of additional resources on tools and processes regarding Six Sigma as required.

After finishing the program the participants are awarded a certificate.

To reach the status of a Six Sigma Green Belt, a second project is required and participants can attend a second module comparable to the first one. **WABCO University** again is offering guidance and support in the project work with a maximum of 4 consulting days.

After finishing the second module successfully, the participant reaches the required standard and is awarded a certificate. He then becomes a **Six Sigma Green Belt** which is recognized widely by industry.

Price and conditions

The price for the complete **first module** as described above is 4.500,00-- Euro + VAT. This includes the fees for the two training sessions, the training material package and the fees for max. 5 Six Sigma consulting

days. Costs for travelling and accommodation for the project consultant and the Minitab software licence will be charged separately. This program is also available as inhouse training. Please contact us for further information and special conditions.

The price for the **second module** to achieve **Green Belt Certification** is 1.000,- Euro + VAT. Costs for travelling and accommodation for the project consultant will be charged separately.

For further information on available seats, booking and timing please contact:

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WABCO Vehicle Control Systems is one of the world's leading providers of electronic braking, stability, suspension and transmission automation systems for heavy duty commercial vehicles. Customers include the world's leading commercial truck, trailer, and bus manufacturers. Founded in the U.S. in 1869 as Westinghouse Air Brake Company, WABCO was acquired by American

Standard in 1968 and spun off in 2007. Headquartered in Brussels, Belgium, WABCO employs more than 7,700 people in 31 countries worldwide. In 2007, WABCO's total sales were \$2.4 billion. WABCO is a publicly traded company and is listed on the New York Stock Exchange with the stock symbol WBC

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