

SIX SIGMA FOR HR PROFESSIONALS

“Driving HR Process Excellence Using Lean Six Sigma Tools and Methodology”

Schedule

Date	Venue	Fees (Face-to-Face)
29 - 30 Jan 2026	Dubai, UAE	USD 1,995 per delegate
05 - 06 Mar 2026	Dubai, UAE	USD 1,995 per delegate
24 - 25 Jun 2026	Doha, Qatar	USD 1,995 per delegate
01 - 02 Jul 2026	Doha, Qatar	USD 1,995 per delegate

► Available delivery methods: Face-to-Face & Online Training

Introduction

As HR becomes more data-driven and process-focused, applying Six Sigma methodologies helps eliminate inefficiencies and improve quality across recruitment, onboarding, payroll, performance, and employee services. This course introduces HR professionals to practical Lean Six Sigma tools tailored to the unique challenges of people processes.

In just two intensive days, participants will learn how to map, measure, analyze, and improve HR workflows using DMAIC methodology, all while enhancing service quality, compliance, and employee experience. Designed specifically for HR teams, this course brings continuous improvement thinking to talent management and human capital operations.

Objectives

By the end of this course, participants will be able to:

- Understand the core principles of Lean Six Sigma and the DMAIC cycle.
- Apply process mapping and root cause analysis to HR challenges.
- Identify inefficiencies and reduce variation in HR operations.
- Collect, interpret, and use HR data to guide improvement.
- Build HR metrics, dashboards, and service quality indicators.
- Contribute to organization-wide Six Sigma or HR transformation initiatives.

Why Attend

- Learn how to apply Lean Six Sigma thinking to real HR processes.
- Enhance HR service delivery through process control and error reduction.
- Become a key player in HR transformation and digitalization efforts.
- Improve decision-making with HR data analysis and visual tools.
- Gain confidence in using structured approaches to solve people-related challenges.

Target Audience

This program is designed for:

- HR generalists, business partners, and analysts
- Talent acquisition, onboarding, and training officers
- HR operations, compliance, and shared services teams
- HR leaders driving transformation, technology, or service excellence
- Anyone in HR seeking to strengthen process efficiency and measurement

Individual Benefits

Key competencies that will be developed include:

- Process mapping and DMAIC application
- Root cause analysis in HR workflows
- HR data-driven decision making
- Continuous improvement mindset
- KPI development and dashboard creation

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Reduced delays, errors, and manual effort in HR processes
- Enhanced HR performance visibility and reporting
- Increased internal satisfaction with HR service levels
- Better integration of HR with organizational process excellence goals
- Stronger foundation for future Lean or Six Sigma initiatives

Instructional Methodology

- HR Case Studies - Real examples of Six Sigma in recruitment, payroll, onboarding
- Visual Tools - Flowcharts, Pareto, cause-effect, control charts
- Workshops - Mapping, measurement, and root cause identification
- Templates - HR SIPOC diagrams, KPI dashboards, process audit tools
- Group Exercises - Live HR problem-solving using DMAIC
- Instructor Coaching - Daily feedback and HR-focused improvement planning

Course Outline

Detailed 2-Day Course Outline

Training Hours: 7:30 AM – 3:30 PM Daily Format: 3–4 Learning Modules | Coffee breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 – 02:00

Day 1: Introduction to Six Sigma in HR

- **Module 1: Foundations of Lean Six Sigma for HR (07:30 – 09:30)**
 - Overview of Lean and Six Sigma principles
 - DMAIC cycle and HR project alignment
 - HR process maturity and value streams
- **Module 2: Mapping HR Workflows and Finding Waste (09:45 – 11:15)**
 - HR SIPOC diagrams and flowcharting
 - Identifying non-value-added steps in HR
 - 8 types of waste in HR processes
- **Module 3: HR Data and Measurement (11:30 – 01:00)**
 - Choosing HR metrics and KPIs
 - Error rates, cycle times, and compliance metrics
 - Baseline performance data collection
- **Module 4: Simulation - Mapping and Measuring an HR Process (02:00 – 03:30)**
 - Group activity: map a recruitment or onboarding process
 - Identify bottlenecks and measurement gaps

Day 2: Root Cause Analysis and Process Improvement

- **Module 5: Analyzing Problems and Process Variation (07:30 – 09:30)**
 - Root cause tools: fishbone, 5 Whys, Pareto
 - Identifying defects in HR reports and workflows
 - Diagnosing poor service delivery issues
- **Module 6: Improving and Standardizing HR Processes (09:45 – 11:15)**
 - Brainstorming and impact-effort analysis
 - Process control, SOPs, and standard work
 - Visual controls and digital documentation
- **Module 7: HR Dashboards and Performance Monitoring (11:30 – 01:00)**
 - Reporting formats for HR service quality
 - Excel-based dashboards and trend charts
 - Communicating performance to leadership
- **Module 8: Final Workshop and Action Planning (02:00 – 03:30)**
 - Final group challenge: solve an HR process issue using DMAIC
 - Present findings and create individual HR improvement plans

Certification

Participants who complete the program will receive a Certificate of Completion in **Six Sigma for HR Professionals**, recognizing their ability to apply Lean Six Sigma tools and practices to streamline and elevate HR processes.

Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
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<p>In-House / Customized Training</p> <p>Interested in running this course for your team?</p> <p>Please contact us:</p>	<p>TEL:</p> <p>+601116373203</p>	<p>EMAIL:</p> <p>info@mawaevents.net</p>
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