MAWA EVENTS

Address: No. 857, Block A2. Leisure Commerce Square - No 9., 46150 Petaling Jaya, Selangor, Malaysia

Phone: +601116373203 | **Email:** info@mawaevents.net

LEAN SIGMA PERFORMANCE IMPROVEMENT IN HEALTHCARE

"Driving Patient-Centered Efficiency, Safety & Quality through Lean Six Sigma Tools"

Schedule

Date	Venue	Fees (Face-to-Face)
01 – 05 Jun 2026	Dubai, UAE	USD 3495 per delegate

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

Introduction

Healthcare organizations face increasing demands for efficiency, quality, and patient safety—often with limited resources. Lean Six Sigma offers a proven methodology to address these challenges by reducing waste, improving processes, and enhancing outcomes. This course delivers practical, healthcare-specific training in Lean and Six Sigma tools for performance improvement, equipping participants to lead quality initiatives across hospitals, clinics, and health systems.

Through simulations, case studies, and interactive exercises, healthcare professionals will learn how to apply DMAIC methodology, map value streams, reduce variation, and optimize care delivery pathways without compromising clinical excellence.

Objectives

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

- Apply Lean Six Sigma tools to identify and eliminate inefficiencies in healthcare
- Use the DMAIC approach to structure and lead performance improvement projects
- Develop process maps and conduct root cause analysis
- Measure and monitor key performance indicators for quality and patient safety
- Engage clinical and non-clinical staff in continuous improvement efforts

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Why Attend

- Translate Lean Six Sigma principles into practical improvements in care delivery
- Reduce delays, errors, and rework in healthcare processes
- Improve patient outcomes, satisfaction, and operational efficiency
- Equip yourself to lead cross-functional quality improvement projects
- Earn a Lean Six Sigma certificate tailored to the healthcare industry

Target Audience

This program is designed for:

- Hospital and clinic operations managers
- Quality improvement and patient safety professionals
- Clinical leaders and department heads
- Healthcare project managers and analysts
- Anyone responsible for driving healthcare process improvement

Individual Benefits

Key competencies that will be developed include:

- Process mapping and value stream analysis
- Data collection and variation analysis
- Problem-solving using Lean Six Sigma tools (5 Whys, Fishbone, Pareto)
- Design and execution of improvement plans using DMAIC
- Change leadership in clinical and administrative settings

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Improved patient flow and reduced waiting times
- Fewer clinical and administrative errors
- Higher efficiency in resource utilization and cost management
- Stronger culture of quality and accountability
- Measurable improvements in KPIs and patient satisfaction scores

Instructional Methodology

The course follows a blended learning approach combining theory with practice:

- Strategy Briefings – Overview of Lean Six Sigma in healthcare context
- Case Studies – Real-world examples from hospitals and clinics
- Workshops – Process mapping, RCA, metrics design, and A3 problem solving
- Peer Exchange – Group discussions and sharing of local challenges
- Tools – DMAIC templates, control charts, SIPOC diagrams, cause-effect matrices

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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: Foundations of Lean Six Sigma in Healthcare

- Module 1: Introduction to Lean and Six Sigma (07:30 – 09:30) • Key concepts, principles, and terminology
- Module 2: The Voice of the Patient and Value in Healthcare (09:45 – 11:15) • Defining value, waste types, patient-centered flow
- Module 3: Overview of DMAIC and Project Selection (11:30 – 01:00) • Problem definition, scoping, goal setting
- Module 4: Workshop – Define a Performance Improvement Project (02:00 – 03:30) • Apply project charter templates and define metrics

Day 2: Mapping and Measuring Processes

- Module 5: Process Mapping and Value Stream Analysis (07:30 – 09:30) • As-is vs future state, mapping patient journeys
- Module 6: Data Collection and Baseline Measurement (09:45 – 11:15) • Operational definitions, sampling, control charts
- Module 7: Key Metrics in Healthcare (11:30 – 01:00) • Quality, safety, efficiency, satisfaction indicators
- Module 8: Workshop – Create a Process Map and Measurement Plan (02:00 – 03:30) • Use SIPOC and flowcharts for real scenarios

Day 3: Analyzing Root Causes and Bottlenecks

- Module 9: Root Cause Analysis (07:30 – 09:30) • 5 Whys, Fishbone, Pareto, scatter plots
- Module 10: Identifying Process Variation (09:45 – 11:15) • Common vs special cause variation, capability analysis
- Module 11: Workflow Bottlenecks and Wait Time Drivers (11:30 – 01:00) • Queueing theory, handoffs, duplication
- Module 12: Workshop – Analyze a Real-World Case for Root Causes (02:00 – 03:30) • Apply RCA tools to a healthcare scenario

Day 4: Improving and Controlling Healthcare Processes

- Module 13: Designing and Testing Process Improvements (07:30 – 09:30) • Brainstorming, PDSA cycles, solution matrices
- Module 14: Standardization and Control Plans (09:45 – 11:15) • SOPs, checklists, visual controls
- Module 15: Monitoring and Sustaining Improvements (11:30 – 01:00) • Control charts, dashboards, feedback loops
- Module 16: Workshop – Develop an Improvement and Control Plan (02:00 – 03:30) • Apply PDSA cycle and develop control strategies

Day 5: Final Presentations and Certification

- Module 17: Leading Change in Healthcare Settings (07:30 – 09:30) • Engaging teams, managing resistance, communication
- Module 18: Final Project Presentations (09:45 – 11:15) • Present improvement plans to peers and facilitator
- Module 19: Feedback and Wrap-Up Discussion (11:30 – 01:00) • Group coaching and next steps
- Module 20: Certification Review and Assessment (02:00 – 03:30) • Final knowledge check and reflection

Certification

Participants will receive a Certificate of Completion in Lean Sigma Performance Improvement in Healthcare, validating their ability to lead, analyze, and implement structured performance improvement projects using Lean Six Sigma tools within clinical and administrative healthcare settings.

Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
- **Industry-Leading Faculty:** Courses delivered by seasoned professionals with hands-on experience.
- **Practical Insights:** Learn to turn theory into actionable strategies for real-world business impact.
- **Client-Focused Solutions:** Customized programs designed to achieve your organisation’s unique goals.

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