



Management Development Programme
on

Lean Six Sigma in Healthcare

 February 22-24, 2027



Background

Lean Six Sigma (LSS) is an approach focused on improving quality, reducing variation, and eliminating waste in an organization. It is the combining of two improvement programs, Six Sigma and Lean Management. Six Sigma is a quality management philosophy, evolved from Motorola corporation, and focuses on reducing variation, and improving quality of products, processes, and services. It uses the DMAIC (Define, Measure, Analyze, Improve, and Control) problem solving approach, and a wide array of quality problem solving tools. Lean management evolved from Toyota Production System (TPS) and focuses on reducing waste and cycle time in processes. The core ideas of lean include JIT, establishing pull & flow, value stream mapping, 5S, Poka-yoke and Zero Quality Control (ZQC) or “Zero Defects” . Today Lean and Six Sigma have merged to capitalize on the best of both improvement philosophies and methodologies. Manufacturing organizations have successfully employed these tools and techniques for many years. Recently, leading hospitals/healthcare organizations have begun to employ the same tools. LSS tools and techniques when applied in healthcare/hospitals can result in reducing cost and improving patient satisfaction.

With this backdrop, this training programme has been designed to enable the participants understand and apply important lean and six sigma techniques for effective and efficient management of healthcare services.

Objectives

The course has been designed with the objective to make the participants understand:



The concept of lean six sigma in healthcare.



Just-In-Time (JIT) and Lean Healthcare Management



5S & Poka-yoke techniques in lean management.



Six sigma & Data analytics in quality improvement.



Use of Minitab® software.



LSS through case studies.



Content

1.

Quality in healthcare, Quality Experts, Industrial origin of Lean & Six sigma in healthcare, Introduction to Quality Certifications & Accreditations, Core ideas of Lean Management

2.

Just-in-Time for Lean Healthcare, Clinical Value Stream Mapping, Flow, Standard Work for Lean Healthcare, Kanban & Pull systems, PDCA process of Total quality management.

3.

5S for healthcare, 5 pillars of the Visual Workplace - Sort, Set-in-Order, Shine, Standardize, Sustain, Implementation strategies in hospitals.

4.

Poka-Yoke in healthcare, Zero Quality Control (ZQC) or “Zero Defects”, Elements of the Mistake-Proofing System, Types of Poka-Yoke Systems, Examples of Poka-Yoke Applications in hospitals.

5.

Concept of Six sigma (σ), DPMO and Sigma level, Data Analytics for Six Sigma Quality, Five phases of LSS projects - Define, Measure, Analyse, Improve & Control (DMAIC).

6. Quality Tools of Total Quality Management - Check sheet, Histogram, Scatter diagram, Flow chart (Process Map), Statistical Process Control (SPC) charts, Fishbone diagram & Pareto charts in healthcare. Use of Minitab® in analysis.

7. Case Studies - Lean Six Sigma in healthcare.

Who should attend?

The programme has been designed for Hospital CEOs, Managing Directors, Administrative Officers, Medical Superintendents, Medical directors, Nursing directors, Hospital Managers, Hospital Quality Managers, HMIS Officers, Consultants, NHM Officials, DEIC Managers, RBSK-NHM, Public Health Consultants, Doctors, Supply Chain Managers, Hospital Operations Executives, NABH Accreditation Officers, MHA/MPH faculties, MHA graduates etc. with substantial managerial responsibilities, interests, and motivation to learn and improve healthcare services.

Pedagogy

The programme offers a multifaceted learning experience through lectures, group discussions, case studies, and hands-on experiential learning. Participants are immersed in a dynamic learning environment designed to foster theoretical understanding, actionable real-world insights, and service-ready skills.

Programme Coordinator



Dr. Susmit Jain

Associate Professor
IIHMR University, Jaipur

The programme will be offered by a team of national and international subject experts.

Duration and Venue

The programme will start on Monday, February 22, 2027, and will conclude on Wednesday, February 24, 2027. The programme will be held at IIHMR University, 1, Prabhu Dayal Marg, Sanganer Airport, Jaipur - 302 029. The University campus provides a learning environment for the participants, who are welcome to use the library and recreational facilities at the campus.

Certificate

A certificate of participation on completion of the programme will be issued by IIHMR University, Jaipur.

Programme fee

The programme fee for Indian participants is Rs. 30,000 plus GST (18% as applicable), and for international participants it is USD 315 plus GST (18% as applicable). The programme fee covers tuition, background reading material, lodging, and boarding.

Discounts on Fee

- ❖ Early Bird Discount: Nominations received with payments before four weeks will be entitled to a 10% early bird discount.
- ❖ Group Discount: Any organization sponsoring four or more participants to the programme will be entitled to a 20% discount on the total fee payable, provided that at least four participants attend the programme.
- ❖ Maximum Discount: Organizations can avail themselves of both the discounts subject to a maximum discount of 20%.

Nominations/Registration

Please send your nominations/registrations to the following address:

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