



Lean Six Sigma in Air Cargo Logistics

3-day classroom course (24 hours)

This course can be customized for your company and delivered at the location of your choice.

The air cargo supply chain is often subject to significant operational quality challenges. It consists of a large number of stakeholders each controlling a part of the process. At each process step, quality issues might arise (delays, damages, documentation errors, incorrect billing). These impact the overall customer satisfaction and creates the perception that the overall process is not under control. This course provides an overview of the Lean Six Sigma concept and how it can be applied to the Air Cargo and Logistics industries. It will give you insight on the tools and techniques applied in the methodology, as well as an analysis and application of the DMAIC cycle.

Objectives

Upon completion of this course you will be able to:

Describe and apply the Lean Six Sigma methodology

Adopt and apply the methodology to air cargo and logistics operations

Use the DMAIC cycle to improve and reduce variation on operating processes

Evaluate the effectiveness of the methodology on the operational nature of work

Engage the organization into a culture of change

Target audience

- Shippers
- Freight forwarders
- Cargo agents
- Handling agents
- Airlines

Key topics

- Lean Six Sigma concept and history
- Benefits and best practices
- Change management and culture
- DMAIC cycle
- Process improvement

Activities

- Concept descriptions with examples
- Best practices from the industry
- Group exercises
- Group discussions
- Examination

Prerequisites

There are no prerequisites for this course.

Recommended level

- Intermediate

Certificate awarded

An IATA Certificate is awarded upon successful completion of the course and final examination

Table of contents

Introduction to Lean Six Sigma

- Concept and History
- Lean vs Six Sigma
- Major benefits
- Management commitment

Define Phase

- DMAIC cycle
- Project charter
- Voice of the customer
- Key roles and responsibilities

Measurement Phase

- Data collection process
- Measurement system analysis
- Process Variation and Capability

Analyze Phase

- Process Mapping
- Value stream Mapping
- Value/Time Analysis
- FMEA

Improve Phase

- Generate solutions: 5S/Poka Yoke/Brainstorming
- Select solutions: cost/benefit
- Implement solutions

Control Phase

- Monitor sustainability
- Use of control charts
- Project close documentation

Change Management

- Organization change and culture
- Best practices in Lean Six Sigma
- Challenges in roll out

 REGISTER

www.iata.org/training-tcgg30

Please contact us www.iata.org/cs if you have any questions