



Lean Six Sigma Green Belt Practitioner Course

Duration 5 Days

Lean Six Sigma is a pragmatic approach that emphasises the importance of focusing on delivering what the customer wants by utilising the skills and knowledge of the employees.

Improvement projects aim to reduce the cost of poor quality, increase process capability, minimise process cycle time and remove waste to deliver what the customer wants, ultimately resulting in increased customer satisfaction.

Lean Six Sigma Green Belt Practitioner provides the skills necessary to successfully complete DMAIC projects, including basic knowledge of planning, team problem-solving methods and improvement strategies.

The training combines lectures with interactive group exercises and hands-on work using examples related primarily to the services industry.

Entry Points and Prerequisites

The main focus of this course is the application of Lean Six Sigma DMAIC methods to real life improvement projects within the delegate's own organisation. There are two anticipated entry points to this course:

1. Previous Yellow Belt training – the Green Belt course covers all of the material taught on the Yellow Belt course and serves as a refresher and then builds on the Yellow Belt knowledge. It is recommended that those who have attended the Yellow Belt course should use the methodology in their work environment before attending the Green Belt course. It is suggested a minimum of three months should be between the Yellow Belt and Green Belt course.
2. No previous training - This course also fully caters for those wishing to go straight to Green Belt level. All of the material taught at the Yellow Belt level is included in the course.

N.B. It is not a requirement to attend the Yellow Belt training before you attend the Green Belt course.

Please refer to the notes regarding your Green belt project, see below:

Green Belt preparation - Whilst the Yellow Belt training is intended to provide an overview of the methodology sufficient to participate as Project Contributors and undertake small improvements, Green Belts are required to lead at least one project, as part of the certification requirements. For this reason delegates are expected to bring a potential Green Belt project with them to the course. Aspects of their project will be looked at during the course. Support will be provided during the course to help delegates determine the suitability of their Lean Six Sigma project.

Delegates are also expected to bring an idea of a potential improvement to the course.

Delegates will learn how to

- Understand problem solving and process improvement methods
- Plan and manage a real Lean Six Sigma DMAIC project
- Identify the elements of Cost of Poor quality and waste in a process
- Structure a measurement system and identify the appropriate metrics to support quantitative process improvement efforts
- Understand root cause analysis and value analysis methods Understand Process Improvement strategies
- Communicate with key stakeholders and drive change in the organisation
- Use many of the common process improvement tools

Course Outline

Introduction

- History of Lean Six Sigma
- Roles and responsibilities in Lean Six Sigma

Define

- Project Charter including Problem Definition and goals, Business Case
- Kano
- Voice of the Customer including Critical to Quality (CTQ)
- Voice of the Process including SIPOC
- Lean Six Sigma and Project Management
- Project Selection
- Define Tollgate

Measure

- Measurement Information Model
- Selecting the right metrics
- Sampling - basic concepts
- Yield and Defects - Process capability measures

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- Developing a Process Baseline
 - Measure Tollgate

Analyse

- Process Value analysis - Value stream mapping Root Cause Analysis - process decomposition Cause and Effect Matrices
- Exploratory Data Analysis (EDA)
- Inferential Statistics for Root Cause Analysis (overview)
- Analyse Tollgate

Improve

- Generating Solution Ideas - Brainstorming (Six Thinking Hats) Process Improvement strategies
- Lean Principles Selecting Solutions Risk Management Pilot Projects
- Improvement qualification (quantifying improvements)
- Improve Tollgate

Control

- Sustaining improvement Statistical Process Control (SPC) Control charts
- Control Tollgate

Conclusions and Next Steps

Examination

There is an exam at the end of the course. To achieve a Green Belt Certification, delegates are required to pass the Green Belt exam and to complete an improvement project demonstrating a use of appropriate tools, project results and business benefits.

Please contact us for any further information <mailto:info@inspiringways.com>