



LEAN301 Service Lean Six Sigma Green

Start Date: 3/2/2020 8:00 AM

End Date: 5/1/2020 1:00 PM

Course Description

Lean Six Sigma Green Belt participants will receive a thorough exposure to the tools and methods that are necessary to successfully lead and contribute to service or transactional improvement projects using the DMAIC methodology as well as Lean Six Sigma tools and methods. State-of-the-art tools for the application of Lean Six Sigma within the DMAIC improvement strategy for service projects will be introduced along with hands-on exercises and tutorials to ensure rapid learning and knowledge retention. This 8-day program is delivered in two training blocks of four days each (typically one month between training blocks) in order to allow participants to apply the tools and methods to a project in their own business. Participants will have coaching access to an experienced SigmaPro Master Black Belt during the training and while completing their Lean Six Sigma Green Belt project.

Candidate Qualifications

There are no specific candidate requirements for this particular course. Typical participants include operations personnel, analysts, and other service technologists who will be responsible to define, launch, and execute Lean Six Sigma projects in a service or transactional environment. Previous candidates have come from health care, retail, supply chain, software, government and financial services organizations. An optional Lean Six Sigma Service Green Belt examination may be given at the close of the training. A training certificate will be provided which may be used for recertification credits. Formal Lean Six Sigma Green Belt certification is granted upon completion of the training course, completion of a Lean Six Sigma project, and review of the project results by the SigmaPro instructor.

Participants Will Learn

How the DMAIC strategy and Lean Six Sigma tools can be successfully coupled to yield a high success rate for service projects.

How the Lean Six Sigma methodology may be used to shorten project schedules and ensure that the desired results are obtained.

Detailed statistical tools, qualitative tools for root cause analysis, project definition and management tools, and tools for closing projects.

How to address change management issues while closing service Lean Six Sigma projects.