xLEAN495 Service Lean Six Sigma

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

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

Course Description

Because we truly believe in providing our clients with the "right tools for the job," SigmaPro offers yet another specialized track for service and transactional Black Belts. Our Lean Six Sigma Black Belt for Service training and certification program delivers the traditional tools of DMAIC, SigmaPro's proprietary tools and methods, and state of the art Lean tools, all effectively and seamlessly integrated to form a powerful improvement approach for service improvement. Lean Six Sigma tools and methods have a high success rate in service applications. All participants receive a thorough exposure to the tools and methods that are necessary to successfully lead and contribute to Lean Six Sigma improvement projects in a service or transactional environment. Hands-on exercises and tutorials are utilized to ensure rapid learning and knowledge retention. This 15-day program is delivered in three blocks of five days (typically one month between training blocks) in order to allow participants to apply the tools and methods to a project in their own business while being coached by one of SigmaPro's highly qualified Master Black Belts.

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. Previous candidates have come from health care, retail, supply chain, software, government and financial services organizations. An optional Lean Six Sigma Service Black 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 Black 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 tools can be successfully applied to service projects.
How statistical and Lean tools are effectively coupled to increase the probability of success on service projects.
How Lean tools may be used to shorten project schedules and ensure that the desired results are obtained.
How to address change management issues while improving process performance.