



## Lean Six Sigma – Green Belt Course

**“Discover How Lean Six Sigma Green Belt Training Puts Millions of Dollars Back Into Your Budget!!”**

**Coming to Kingston June 23 – 27<sup>th</sup> ... Don't Miss It!**

Lean Six Sigma is a methodology that has captivated Corporate America (and Corporate Jamaica!) Research has revealed that 82% of the top 100 publicly traded companies in the U.S. use Six Sigma (according to iSixSigma). Don't put this off -- you may later discover that your competitors have already implemented Lean Six Sigma and are better serving your customers!

Join us for four days, then return to work fired up with tons of new ways to improve your business processes and achieve significant financial gains!

If you are already familiar with Lean Six Sigma – great! After completing the Lean Six Sigma course with UNO and your Certification Project with your company, **you will become a Certified Lean Six Sigma Green Belt!**

### “What is Lean Six Sigma?”

When you use the Lean Six Sigma methodology, you will be making solid business decisions based on your company's data. Become an expert on metrics and data collection, and you will be able to:

1. Understand and meet your customers' requirements... Keep their voices in your head!
2. Improve productivity by leaps and bounds
3. Boost your net income by significantly reducing operating costs... Weed out those non value-added steps!
4. Strive to eliminate re-work... Zero in on defect prevention rather than inspection!
5. Increase customer satisfaction and retention
6. Increase employee satisfaction and retention

Lean Six Sigma is the combination of **Lean Enterprise** and **Six Sigma**. This systematic, data-driven approach puts powerful tools at the fingertips of your organization so that it can direct continuous efforts at fixing the most costly problems!

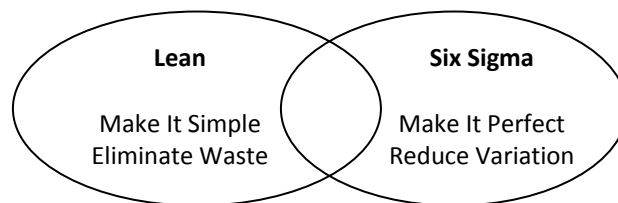
**Lean Delivers Value** – Lean focuses on eliminating non value-added steps, or waste, from processes and creating a simpler workflow. Products or services are “pulled” through at the

pace of customer demand. The goal is maximizing the value of products and services your organization delivers to its customers.

**Six Sigma Attacks Variation** – With Six Sigma, variation is the enemy. Variation causes the need to rework or scrap your products, or in the service sector, the need to correct erroneous information.

Six Sigma brings a rigorous process improvement roadmap to specially trained professionals who use hard data and statistics to pinpoint the root causes of variation. A key component of the road map is the Control Phase. It ensures that improvements are not only sustained, but are also spread across the organization to replicate the gains and maximize return on investment.

**Combining Lean and Six Sigma** – Lean Six Sigma provides you with a complete management system to solve problems and sustain improvements. A larger, more robust toolset offers the ability to simultaneously shrink cycle times and eliminate deficiencies.



**Lean Six Sigma for Services** – In the past, Lean Six Sigma only made headlines with the large manufacturing corporations. Today it's also proving to be critical for the service sector.

**Get Results!** Lean Six Sigma is a proven management system. It includes an auditing process which validates that improvements have resulted in real financial gains. Expect significant impact on your bottom line while maximizing the quality of products and services delivered to your customers.

Some of your benefits will include:

- Reduced Cycle Time
- Increased Capacity
- Reduced Cost of Poor Quality
- Increased Cash Flow
- Increased Efficiency



## One-On-One Consulting will Help you Solve Business Problems at Work and for your Company

After the training, you'll go back and work on your Green Belt Certification Project at your own pace. You'll correspond one-on-one with our instructors in the U.S. until your project is completed. They'll be there every step of the way to help you become certified and help you solve your company's business problems.



In addition to your four-and-a-half days of training by our top industry expert, you also get:

- **FREE Lecture Notes in a Binder**  
You can sit back, relax, and soak it all in because *we already took notes for you!*
- **University of New Orleans Certificate of Completion** and Continuing Education Units
- **FREE Lunch and Coffee Breaks** at a **first-class training facility**
- **Lean Six Sigma Toolbox – 11 Essential Tools and Templates – Shortcuts for you to use immediately when you return to work!**

You really can't afford not to invest in your professional development! Give us a call today at 906.5560/5621, to schedule your Free ½ Hour Consultation, or to register.

Ceceille Palmer  
Director  
Executive Education Certificate Series (Ja.)  
University of New Orleans Executive Education

**p.s. Here's Our No-Risk, 100% Satisfaction Guarantee:**

Your complete satisfaction is our top priority! If, after the first day of the seminar, you are not completely satisfied, we will refund 100% of your registration price. Lunch will be on us just for trying us out!

**p.p.s.** Ask about our early registration discount!

**p.p.p.s.** Groups of Five or more receive a US\$100 discount *per person!*



## **Here's How Lean Six Sigma Makes Success Stories! And With Your Green Belt, You Will Create Your Own...**

- ◆ A hospital generated one-time savings of US\$765,000 and \$180,000 ongoing annually. Outpatient procedures performed by the Urology department were being documented in hardcopy form and not getting coded into the database system for credit. The project redefined the process to guarantee that all procedures performed were properly coded into the system for appropriate credit.
- ◆ A company saved US\$400,000 annually by improving their Engineering Requirements Determination Process, in reduction of rework with unplanned labor and overtime. They reduced the rework associated with incorrect engineering requirements by 60%. This project was able to achieve the benefit by identifying the optimal process for the translation of customer needs and wants into actionable Engineering requirements of high quality and purpose.
- ◆ One organization enjoyed an annual savings of US\$300,000 from Source Selection Process Improvement. They gained an 80% improvement in cycle time for small to mid scale contracting actions. They removed non-value added steps and implemented standard operating procedures to streamline the actions of source selection authorities and contracts support.
- ◆ A hospital improved Inventory Management for High Cost Immunizations and achieved a cost avoidance of US\$180,000. Savings were \$41,980. Reduced database entry cycle time by 60%. This project was able to achieve savings and cost avoidance by identifying optimal order quantities, optimizing just-in-time supply chain deliveries and the capture of out dated immunizations using Reverse Distribution Contracts
- ◆ University of New Orleans reduced the processing time for an administrative form by 99%; from 2 weeks to 45 minutes



## About Your Instructor



**Michael Young** brings over 30 years of experience to clients in the areas of Lean Six Sigma deployment, operations management, risk management, program development and training in a number of sectors including telecommunications, healthcare, insurance, petroleum, utilities, financial services, government, academia, not-for-profit, general manufacturing and service.

Michael organized the global six sigma methodology, supporting curriculum and training materials for PricewaterhouseCoopers LLP. He coordinated multiple IT project teams of MCI Telecommunication Company to increase number of software releases by 33 per cent, while reducing cycle time by 20 per cent. His team reduced the cycle time of the release by using traditional lean tools. He was also responsible for training and mentoring a significant number of client Black Belt candidates, as well as Executive Leadership training and mentoring. He has trained over 100 Lean Six Sigma Master Black Belts, 1000 Black Belts and 5000 Green Belts. He also trained many executive and Champion level Lean Six Sigma courses.

One of his key clients, Caterpillar Financial Services, was awarded the Malcolm Baldrige National Quality Award on their first application. He also established the initial Program Management Office and managed the initial project as PricewaterhouseCoopers deployed Lean Six Sigma across its three lines of service. His most recent article, "Six Sigma and Enterprise Risk Management", has just been published on the iSixSigma website.



## Lean Six Sigma Green Belt Course Agenda

| <u>Day 1</u>                | <u>Day 2</u>                | <u>Day 3</u>        | <u>Day 4</u>                             | <u>Day 5</u>                        |
|-----------------------------|-----------------------------|---------------------|--|-------------------------------------|
| Getting Started             | Value Stream Assessment     | Basic Statistics    | Process Capability & Control             | Roadmap for Sustaining Improvements |
| Lean Fundamentals           | Project Definition          | Basic Quality Tools | Implementing Improvements                | Review                              |
| What is Six Sigma?          | Project Definition Workshop | Data Analysis       | Project Workshop: Measure Phase Planning | Green Belt Exam                     |
| Statapult Exercise          | Introduction to Minitab     |                     |  | Wrap Up                             |
| Move It! Courier Simulation |                             |                     |  |                                     |

**DAY 1: 8:00 am – 5 pm**

**Homework:** Read “Elegant Solutions,” an article that details the corporate culture and innovation process at Toyota (Estimated time: 30 minutes). Discussion about the article will follow on Day 2.

**Module 1 - Getting Started** is an introduction to the course including topics to be covered during the training course, the agenda for the week, Green Belt candidate introductions, and training logistics.

**Module 2 – Lean Process** provides a step-by-step guide to creating a lean process. It begins with an overview of the Lean Enterprise and then presents key topics like flow, pull, visual management, and 5S.

**Module 3 – What is Six Sigma?** This is an overview of Six Sigma including its evolution from a simple metric to a complete management system. This module provides a basic understanding of process variation and includes an exercise to gain hands-on experience with variation. It also provides information about the roles and responsibilities within the Lean Six Sigma Enterprise.



**Module 4 – Move It! Courier Simulation** is an exciting, comprehensive Lean Six Sigma simulation that permits Green Belt candidates to apply concepts and witness real process improvement. In the simulation, two teams compete for a contract to provide services to a company with facilities located around the training room.

**DAY 2: 8:00 am – 5 pm**

**Module 5 – Value Stream Assessment** teaches Green Belt candidates to create value stream maps and identify the steps that actually add value for the customer. In addition, candidates learn how to progress from the current state process to a future state where non-value added steps are eliminated from the workflow.

**Module 6 – Project Definition & Workshops** is a critical module that guides Green Belt candidates through preparations for a Lean Six Sigma project including the project charter definition, teambuilding, stakeholder analysis, SIPOC (Supplier-Inputs-Process-Outputs-Customers), and Voice of the Customer. Project workshops are included throughout this module to complete the first steps of identifying and documenting project activities and to provide an opportunity for Jim Bailey to assist the Green Belt candidates on projects while in class.

**Module 7 – Introduction to Minitab<sup>®</sup>** introduces this powerful statistical software which is used to teach the Lean Six Sigma technical and graphical tools during the course. Minitab<sup>®</sup> is the software of choice for Lean Six Sigma practitioners. Green Belt candidates will use the software for data analysis in class and during their projects.

**DAY 3: 8:00 am – 5 pm**

**Homework:** Half of the class will be selected to write an elevator speech that communicates and sells the objectives of their project. The other half of the class will write an elevator speech to communicate the objectives of an LSS program to their co-workers and leadership. The elevator speeches will be presented and reviewed on Day 4.

**Module 8 – Basic Statistics** is an overview of the statistics that Green Belt candidates need to know to successfully complete a Green Belt project. Statistics covered in this module include measures of central tendency, data types, and probability distributions. Minitab<sup>®</sup> will be used to demonstrate both graphical and analytical analyses.

**Module 9 - Basic Quality Tools** is a key module that puts very powerful process improvement tools in the hands of Green Belt Candidates. Tools like fishbone diagrams, root cause analysis, Failure Mode and Effects Analysis (FMEA), Pareto analysis, histograms, dot plots, scatterplots, and basic regression analysis are presented and reinforced with team activities and a statapult exercise.

**DAY 4: 8:00 am – 5 pm**

**Homework:** Calculate DPMO and process capability for practice exercises. The procedure for calculating the answers will be reviewed on Day 5.

**Module 10 - Process Capability and Control** is a module that introduces the idea of process capability for comparing Voice of the Customer to the Voice of the Process. Capability metrics are explained and practiced by revisiting data from the statapult exercise in Basic Quality Tools. Methods are presented for calculating key Six Sigma metrics such as Defects Per Million Opportunities (DPMO) and process sigma. Further, control charts are introduced as a tool to determine process control and isolate special cause variation from common cause variation.

**Module 11 – Implementing Improvements** presents techniques to generate and evaluate solutions, pilot and plan implementation of the improvements, and begin efforts to sustain the gains. Project management tools are reviewed and focus on planning for implementations of solutions while maintaining close attention to the people side of change. Lean topics such as Setup Time Reduction, Standard Operations, Continuous Flow, and Batch Size Reduction will be addressed.

**Project Workshop: Measure Phase Planning** enables Green Belt candidates to complete a draft cause-effect diagram and plan Measure Phase activities such as data collection and Process Baselineing.

**DAY 5: 8:00 am – 12 noon**

**Module 12 – Roadmap for Sustaining Improvements** is a key component of the DMAIC roadmap where Green Belt candidates learn the steps that ensure process improvement efforts are sustained. Techniques for validating improvements, monitoring processes, and controlling variation are presented. Further, guidance is provided for closing projects and delivering an effective final briefing.

# Lean Six Sigma - Green Belt Course ~ Registration Form ~

## 4 Easy Ways to Register:

Online: [www.exednet.org](http://www.exednet.org)

Phone: (876) 906-5560 >> Ceceille Palmer or Stefan James will be pleased to assist you

Fax: Complete this form and fax to  
(876) 906-5223

Deliver the registration form to:

**University of New Orleans**  
Oxford Place, Suite 13  
22G Old Hope Rd.  
Kingston, Jamaica, W.I.

### Please Print Or Type The Following Information

Name \_\_\_\_\_ Position \_\_\_\_\_ Email \_\_\_\_\_

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Company/Organization \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ Country \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

**Date:** June 23 - 27

**Time:** 8:30 am - 4:30 pm

**Cost:** US\$1400.00

*Group Discount: Register five or more  
and get US\$100 off per person!*

### Method Of Payment

Cheque (Payable to University of New Orleans)

Purchase Order # \_\_\_\_\_

Master Card     Visa     American Express

Name on the card \_\_\_\_\_

Card # \_\_\_\_\_ Exp. Date \_\_\_\_\_

Security Code on Back of Card \_\_\_\_\_

Signature \_\_\_\_\_

**Please indicate any special dietary requirements:**

\_\_\_\_\_

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Education to the Caribbean*