

Lean Six Sigma Foundations / White Belt

1 DAY

This program provides “a taste”, a foundational experience of the basic principles and common tools for organisational improvement.
An experiential - hands on, fun day, full of learning!

Purpose

This Foundation training program outlines the key principles and practices of Lean Six Sigma. It is an ideal introduction for those new to this methodology, or for those keen to consolidate their training and knowledge in this area. Not just theoretical, the Lean Six Sigma Foundations program gives participants an opportunity to test out how the methodology works in a hands-on simulation project.

Completing the workshop aids in decision making about future development in the Lean Six Sigma field. Leaders attending the course can start to shape their Improvement Program plans. Any intact team attending the workshop will build a common language and understanding to enable them to work well as an improvement team, and so drive change in the culture and behaviour of people in the organisation.

Who Should Attend

- Executives & Senior Managers - likely sponsors/champions for improvement projects
- Members of improvement teams needing a common approach or “common language”
- Project Managers, Improvement Project Facilitators or Coaches
- Individuals interested in this field as a career

Duration & Outline

Duration: one day (8:30 to 5:30) but can be tailored to suit specific needs of the organisation. Broadly following the classic improvement journey (DMAIC), this program combines Lean & Six Sigma in a unique way. A simulation improvement project is intrinsic to participants’ learning, providing a high level of interactivity and practical application. This enables participants to apply and test their newly-acquired knowledge in a risk-free environment.

By incorporating this practical hands-on improvement project, participants are able to learn how to deliver and manage organisational improvement in a fun and realistic way. Theory is important, but the real test lies in the ability to put this knowledge into practice.

Course Objectives

- Identify the key principles and concepts underpinning the Lean Six Sigma methodology
- Recognise the roles and responsibilities for effective Business Improvement projects
- Develop a working knowledge of the Lean Six Sigma Business Improvement Model
- Develop skills in improvement planning-the Improvement Plan and a PDSA Cycle Plan
- Harness and enhance fundamental analysis techniques

Pricing

For tailoring a program that suits your needs, please:

- Call: 0401 993 081 or 0412 259 060
- E-mail: info@lssbei.com

For additional course information please see our website: www.lssbei.com

Lean Six Sigma Rapid Improvement Methods (KAIZEN) / Yellow Belt

2 DAY COURSE

Practical workshop for leading less complex improvement projects in a time-efficient manner focusing on the Lean methodology and tool set.

Purpose

Many improvement opportunities in an organisation are smaller scale exercises where teams can quickly deliver small step improvement bringing process performance closer to the intended strategy for the organisation.

The workshop on Rapid Improvement Methods helps teams or individuals learn how to conduct such improvement projects in a shorter time frame. These projects are often:

- Simpler to plan since the problem and scope is less complex,
- Are more likely to use Lean analysis techniques,
- Use solutions that are more obvious, logical, intuitive and visual.
- Shorter in duration - between a week or so to about 90 days.

It may be that a large performance improvement can be gained from dealing with 'low hanging fruit'!

Who Should Attend

- Teams who are chartered to complete a smaller scale improvement project and who can use the workshop to make a start on their work.
- Individuals who have responsibility to lead and facilitate a small scale improvement project.
- The completion of the Foundations program is a key prerequisite to this workshop.

Duration & Outline

The workshop is conducted over two days but can be tailored to suit the requirements. The material is in module form that follows the DMAIC journey. The modules help participants understand the idea of KAIZEN and how to recognise where Rapid Methods apply. Participants are involved in very practical activities where they learn how to use simpler planning, analysis and solution development techniques. They make use of the A3 and PDSA method for planning, Waste and Value Stream Analysis and 5S solution ideas. They learn how to conduct a KAIZEN Blitz event or improvement workshop. An understanding of Variation and relevant tools are also developed. Apart from practice activities on tools participants also work on a simulation exercise to complete a simple project.

Course Objectives

- Understand how to apply Rapid Approaches within the Model for Improvement framework
- Develop understanding of how team members work together in a KAIZEN or event based approach to improvement.
- Develop planning and analysis skills to facilitate a small scope, simpler project of 90 days or less
- Understand Lean Solution approaches suitable for smaller scope projects

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Leading for Improvement

2 DAYS

Practical program, for senior leadership, to think strategically whilst applying key leadership assessment and planning practices that drive and sustain organisational improvement programs

Purpose

A critical success factor in sustaining a Lean Six Sigma program is the strategic application of the principles and practices of the methodology over time. This work is the responsibility of Leadership. Not surprisingly Leadership has proven to be a major factor impacting the success of improvement projects.

The program builds leaders' understanding of Lean Sigma from a strategic perspective, focusing on the application of key leadership practices and the broader Business Excellence Framework to drive a culture conducive to learning, improvement and high performance. This workshop goes beyond simply undertaking a course. It involves learning by applying concepts and tools to the real organisational situation, and identifying improvement opportunities that address key organisational issues (strategic thinking in a Lean Six Sigma context).

Who Should Attend

- Senior Leadership team of an organisation - Senior Executives
- Senior Leadership team of a key organisational business unit
- Improvement Program Managers, Lean Sigma Master Black Belts, Black Belts

Duration & Outline

Duration: two days (8:30 to 5:30) but can be tailored to suit specific needs of the organisation. Preparation involves collection of information about the organisational context.

The first day of the workshop will establish a core set of concepts, language, principles, techniques and perspectives about Organisational Improvement and Lean Six Sigma for leaders. It will also demonstrate why certain leadership practices are essential for improvement initiatives. Skills in commissioning and planning improvement projects are practiced including developing a list of opportunities for improvement. A fun simulation improvement project will be the vehicle for this.

The second day draws on the information collected & on the understanding developed, to consolidate a real plan for improvement. Assessment is conducted on the current application of five key leadership practices that drive & sustain continuous improvement in the organisation. A facilitated planning session is used to select real improvement initiatives that the organisation needs to undertake. This is based on a review of the organisation's strategy,

Course Objectives

- Establish a common understanding of improvement methods and the role of senior leadership in establishing and sustaining a high performance organisation
- Understand and assess the five key leadership behaviours conducive to a practical application of continuous improvement
- Develop a list of key improvement initiatives (potential improvement projects) based on organisational strategy, key processes, and current business results
- Enhance leader's skills to champion improvement programs and projects
- Know how to establish and lead a good system of governance for continuous improvement

Pricing

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Lean Six Sigma Green Belt / Black Belt Stage One

5 DAYS

Comprehensive program equipping participants to confidently handle the majority of organisational improvement opportunities and deliver measurable improvement that transforms the business

Purpose

A fundamental success driver for organisations to become high performing, is to build and distribute competency to deliver sustainable improvements inside the organisation. Lean Six Sigma Green Belt training provides the skills necessary to facilitate moderately complex improvement projects and deliver intended organisational results. For the majority of issues within an organisation, people with Green Belt level skills are able to deliver change that is a measurable improvement which can be sustained. In this sense the Green Belt course equips participants with Core Skills and Knowledge to be a skilled and confident Improvement Project Manager, and is STAGE ONE of the BLACK BELT Program.

Who Should Attend

- Project Managers leading improvement projects and programs
- Employees who will act as a facilitator or coach for improvement activities
- Leaders sponsoring improvement projects or leading larger programs
- Individuals interested for a career in Organisational Improvement & Process Excellence

Duration & Outline

Duration: five days (8:30 to 5:30) but can be tailored to suit specific needs of the organisation. Broadly following the improvement journey (DMAIC), this program integrates Lean & Six Sigma employing high levels of interactivity and practical application. It provides an important balance between a) the “technical” side of Lean Sigma methodology & tools, and b) change management skills essential to successful implementation and sustainability of improvements. The use of a realistic hands-on improvement project is intrinsic to participants’ learning.

Each participant gets several chances to lead portions of the project employing facilitation techniques specific to improvement projects. This enables them to apply and test their newly-acquired knowledge and skills in a risk-free environment.

Course Objectives

The Black Belt program (stages 2 & 3) aims to equip individuals with the knowledge and skills to:

- Develop skills to confidently lead an improvement project using Lean Sigma Methodologies
- Identify appropriate organisational changes through skilled application of improvement planning tools
- Employ key underpinning concepts, such as systems thinking, outside-in thinking, variation
- Apply fundamental analytical and problem-solving techniques and statistical analyses, including software such as Minitab and Quality Companion
- Use improvement-specific change management techniques to ensure successful implementation of improvement projects. For example engagement of stakeholders & buy-in for the change, communication, group dynamics, work preference styles

Pricing

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Lean Six Sigma Black Belt

10 DAYS (2X5 DAYS, THREE TO FOUR WEEKS APART)

Intensive program equipping participants to deal with high return, high risk, complex organisational issues using sophisticated analysis, solution development and change management techniques.

Purpose

To remain a leader in their industry, high performing organisations sustain efforts to improve their key value streams, helping them realise their organisational strategy. Such organisations develop high level capability and skills to deliver strategic change. The Black Belt Program is designed to address this need. Lean Six Sigma Black Belt Project Managers are equipped to deliver complex improvement projects across an organisation's business groups. Project Managers will be able to draw on sophisticated business analysis tools, creative solution development techniques, effective facilitation approaches, and business improvement governance models learned through the Lean Six Sigma Black Belt program.

Who Should Attend

- Improvement Project Managers with responsibility for complex improvement projects
- Senior Managers with a responsibility for leading improvement programs in an organisation or business unit

Duration & Outline

Duration: 2 x 5 five days, four weeks apart, but can be tailored to suit specific needs of the organisation. These two further stages in the Black Belt program assume that knowledge and skills from Stage one (Green Belt) are well developed. A number of related streams of learning are addressed over the 2 weeks covering : Organisational Analysis and Project Selection, Advanced Facilitation and Communication Techniques, Advanced Measurement Planning and Evaluation, Control Chart Construction and Capability Analyses, Planned Experimentation - from One Factor to Fractional Factorial Designs & Advanced Concepts, Creative Solution Development Techniques and Change Management Approaches, and finally Design for Six Sigma models and methods.*

The program is intense and highly experiential. Participants have numerous opportunities to work through each element in small groups, which are each coached by an expert Black Belt Facilitator. This builds high competency and high confidence. Minitab and Quality Companion are used as vehicles for learning where appropriate. Temporary licences are provided.

Course Objectives

The Black Belt program (stages 2 & 3) aims to equip individuals with the knowledge and skills to:

- Lead complex projects requiring coordination across various groups
- Help identify organisational changes required to maintain or accelerate peak performance
- Facilitate the implementation of improvements by using advanced tools and techniques
- Develop and lead teams of people to carry out the identified changes
- Program manage a number of similarly directed improvement initiatives
- Lead a Lean Six Sigma program for an organisation or business unit
- Act as mentors for Green Belt Project Managers.

Note: More detailed objectives for each stage reflecting learning in content areas above* are available

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Lean Six Sigma Certification

The Lean Six Sigma & Business Excellence Institute is proud to partner with Tertiary institutions like the University of Technology Sydney to offer Lean Six Sigma certification. Benefits include:

- Rigorous and fully supported certification process
- International recognition of Certification from a Leading Provider of Lean Six Sigma education and a world class University like UTS.

Graduates have successfully completed projects that have made a measurable difference to the relevant organisation. Many graduates have successfully achieved further career goals having completed the certification program.

Yellow Belt - Rapid Improvement Certification Program



The Yellow Belt level of certification is for the completion of a simpler improvement project and often involves the use of simpler planning tools, Lean concepts and techniques.

What does the Certification Process involve?

- Guidelines and Support material provided upon enrolment.
- 6 months to complete project from enrolment in certification.
- Portfolio must be submitted as per requirements followed by presentation and assessment

Green Belt (Black Belt Stage 1) Certification Program



The Green Belt Project involves the full application of the Lean Six Sigma methodology as it deals with moderately complex situations (e.g., use of the full Improvement Plan, cycles, all the phases, the practice of Change Management, a range of analysis tools).

Black Belt (Stage 2 and 3) Certification Program



Black Belt Certification involves a more advanced application of the Lean Six Sigma methodology in the process of dealing with more complex situations (e.g., problem scope is more complex, ROI is large, cycles completed at a more detailed level, more complex analyses would be applied).

What does the Certification Process involve at both Green and Black Belt Levels?

- 30% of certification is completed through the assessments done during the workshop.
- Project Phase of certification constitutes 70% of the Certification assessment.
- Detailed Support material and Coaching provided
- 12 months to complete the project
- Portfolio must be submitted followed by presentation and assessment

Recognition of Prior Learning (RPL) for entry into Certification

The Institute recognises that people will have completed training elsewhere. In such cases the participant needs to contact LSSBEI to understand the process involved or visit the website.

Further Details

For additional certification information please see our website: www.lssbei.com or

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Lean Six Sigma Coaching and Consulting Services

The Lean Six Sigma Business Excellence Institute offers proven Coaching and Consulting Services to support 'Whole Of Organisation' improvement strategies and programs. We work closely with your teams, bringing our consultants' expertise and experience to bear on your issues. Our commitment is to pass on skills so that high levels of internal capability are developed.

Providing Critical Process Assessments

Process analysis techniques are used to examine processes targeted by the organisation. Such work helps identify performance patterns and strategic improvements needed by the organisation.

Assessment of your 'System of Improvement'

Using criteria from the Excellence Frameworks to complete an overall assessment of the organisation's 'System for Improvement'. Identify key strengths and opportunities to further enhance the organisation's whole approach to Lean Six Sigma or process Improvement.

Consulting on Improvement Projects or Programs

Facilitating improvement planning, measurement of baseline performance, the use of statistical analysis tools and the development of solutions

Facilitating Rapid Improvement Workshops

Facilitation for the conduct of a Rapid Improvement or KAIZEN workshop. This involves preparation with the organisation, followed by the conduct of a workshop(s) and the provision of follow up support.

Building Internal Coaching Capability

Coaching sponsors on their roles, set up of Project Management Office, Developing internal Green and Black Belt coaching skills

Consultation on Advanced Analysis Techniques

Facilitate use of tools like Control Charts, Capability Analyses, Failure Modes Analysis, Value Stream Analysis, Design of Experiments and Design For Six Sigma approaches. The application of the techniques help understand patterns of performance, uncover major causes of performance problems, understand elements of effective solutions and aid the development of new products, services or address new markets.

Facilitation of Innovation and Design Of Experiments in Developing Solutions

For complex Improvement Projects there may be a need to apply Creativity Techniques and DOE to help discover innovative and effective solutions to address the problem or opportunity. LSSBEI can advise the organisation on the design and sequence of experiments as well as facilitating the work and aiding the analyses and interpretation.

Further Details

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Lean Six Sigma Program Structure

FLOW OF LEAN SIX SIGMA TRAINING AND CONSULTING SERVICES

Foundations

Duration: 1 Day

Provides "a taste", a foundational - hands on experience of the basic principles and common tools for organisational improvement.

Kaizen | *Rapid Improvement*

Duration: 2 Days

Practical workshop for leading less complex improvement projects in a time-efficient manner focusing on the lean methodology and tool set.

Leading For Improvement

Duration: 2 Days

Practical program for senior leadership to link improvement to strategy, assess key leadership practices that sustain organisational improvement programs and plan improvement initiatives and capability development

Black Belt | *Stage 1*

Green Belt

Duration: 5 Days

Prior Learning: Foundations / Kaizen / Leading

Equips participants to confidently lead moderately complex improvement projects using the core Lean Six Sigma Methodology and Tools.

Black Belt | *Stage 2*

Duration: 5 Days

Prior Learning: Black Belt Stage 1

Equips project managers to lead complex improvement programs across an organisation

Black Belt | *Stage 3*

Duration: 5 Days

Prior Learning: Black Belt Stage 2

Equips project managers to lead complex improvement programs across an organisation

Green Belt | *Certification*

Duration: 3 - 12 months

Prior Learning: Green Belt

Assessment and Coaching whilst leading a real, moderately complex improvement project that delivers measurable improvement. Certification awarded upon successful demonstration of competencies.

Black Belt | *Certification*

Duration: 3 - 12 months

Prior Learning: Black Belt Stage 2

Assessment and Coaching whilst leading a real, moderately complex improvement project that delivers measurable improvement. Certification awarded upon successful demonstration of competencies.

Black Belt | *Master*

Duration: 5 Days

Prior Learning: Black Belt Stage 2

Coaching and Action Learning process demonstrating engagement and coaching of Senior Leadership, use of strategic tools and broader business assessment, Improvement Program Management and impact on organisation

Lean Six Sigma Consulting Services

- Critical Process Assessments to Identify Improvement Opportunities
- Excellence Framework Assessment of Approach to Organisational Improvement
- Consulting on Projects or Programs - Planning, Statistical Analyses, Coaching etc
- Coaching Sponsors on Governance Responsibilities - Project and Program reviews
- Facilitating Rapid Improvement or Kaizen Workshops
- Provision of Black Belts to Support Organisational Improvement Projects
- Developing Internal Coaching and Project Assessment Capability
- Consultation on Use of Advanced Analysis Techniques
- Facilitation of Innovation and Design Of Experiments in Developing Solutions



> UNDERSTAND. CHANGE. IMPROVE.