

LEAN SIX SIGMA CERTIFICATION

Solve Critical Organizational Challenges with
Process Improvement Skills

Earn Your
Green Belt
Certification
and 18 CPE
Credits/
PDU's

YOU WILL LEARN TO:

Implement a Proven
Process Improvement
Methodology to Increase
Returns
Integrate Six Sigma
into your organizational
processes to decrease
waste and costs

Understand and
Implement the DMAIC
Process in Project
Management
Apply the DMAIC
method to
solve critical business
challenges such as
reducing quality errors
and resource waste

Achieve Process
Efficiency and Results
with a Lean Six Sigma
Mindset
Implement measurement
tools that will properly
evaluate programs
and objectives

Utilize Strategies that will
Lead to Improved Results
Improve quality, reduce
cycle time and achieve
cost savings through
strategic implementation

Incorporate Project
Management Strategies
to Create Organizational
Transparency
Develop a robust
program to parallel
initiatives between
the project and the
organization

Earn Your
Yellow Belt
Certification
and 12 CPE
Credits/
PDU's

In Association with:



PerformanceInstitute.org/LeanSixSigma

WHY SHOULD YOU GET A Lean Six Sigma Yellow Belt?

For organizations to consistently improve their performance, it is critical that the people doing the work have the skills and tools necessary to apply their knowledge to the improvement process. **The goal of this course is to provide professionals with techniques to continuously improve individual and group work by contributing effective solutions in problem-solving projects.**

Yellow Belt recipients will leave the workshop with the tools necessary to:

- COMPLETE a work-related project
- SUPPORT the identification of improvement opportunities through a team problem-solving process
- APPLY learned techniques to help make improvements in the daily work of your function area by collecting data, applying the tools and using the problem-solving process
- ENSURE the gains of successful projects are maintained
- DOCUMENT "best practices" in a manner that will enable them to be disseminated throughout the organization

EARN YOUR YELLOW BELT CERTIFICATION AND 12 CPE CREDITS



"EXCELLENT MATERIALS... ENTHUSIASTIC SPEAKER." – F.P.

- ▶ CEOs, CIOs and COOs
 - ▶ Directors of Budget and Finance
 - ▶ VPs/Director of Process Improvement
 - ▶ VP of Business/Operational Excellence
 - ▶ Heads of Operations and Heads of Manufacturing
 - ▶ Lean Six Sigma Champions and Deployment Leaders
 - ▶ Quality Heads
 - ▶ Project & Program Managers
 - ▶ PMPs
 - ▶ Program Directors
 - ▶ PMO Directors
 - ▶ IT Directors
 - ▶ Team leaders
 - ▶ Project Support Staff
 - ▶ Acquisition and Procurement Officials
 - ▶ Controllers and Finance Managers
 - ▶ Customer Service
 - ▶ Logistics Managers
- ...and anyone participating in Six Sigma or process improvement



YELLOW BELT CERTIFICATION

Agenda

DAY ONE: MONDAY, APRIL 16, 2012

8:30 Workshop Registration and Continental Breakfast

9:00 Welcome Remarks and Introductions

Introduction to Lean Six Sigma

- › History and background of Lean and Six Sigma (LSS)
- › Outcomes of LSS
- › Core concepts and goals of LSS
- › LSS infrastructure
- › The DMAIC methodology

10:30 Break

10:45

DMAIC-Pizza Service Simulation

- › Prioritizes improvement opportunities and counter measures
- › Provides for a thorough analysis of the opportunity
- › Establishes a consistent approach
- › Enhances employee development and motivation

Implementation and Deployment Strategy

- › Develop strategies and objectives for deployment
- › Incorporate Six Sigma into organizational business strategy
- › Identify key focus areas and change management processes
- › Create flexibility and responsiveness in your organization

12:00 Lunch

1:00

Manage the Lean Six Sigma Project

- › Streamline Lean Six Sigma and project management strategies
- › Apply measurement tools to evaluate projects and objectives

2:30 Break

2:45

Define a Problem Statement to Work Toward a Common Goal

- › Define problem
- › Define improvement goal
- › Initiate process mapping process (SIPOC)
- › Select team
- › Create project plan
- › Draft project charter

3:30 Summary & Daily Wrap-Up

4:00 Day One Adjourns

DAY TWO: TUESDAY, APRIL 17, 2012

8:30 Continental Breakfast

9:00

Measure and Select Indicators Focused on the Customer and Cost

- › Baseline the current process
- › Address "low-hanging fruit"
- › Confirm customer CTQs
- › Determine current performance baseline
- › Stratify data

Analyze Your Data to Achieve Operational Excellence

- › Gather causal data
- › Determine and validate root causes
- › Identify a solution to combat root causes

10:30 Break

10:45

Utilize Strategies that Consistently Enhance Business Outcomes

- › Identify countermeasures
- › Perform cost/ benefit analysis
- › Design an improved process
- › Develop scorecards

Pizza Service Simulation Two & Control

- › Report scorecard data
- › Create process control plan
- › Identify replication opportunities
- › Develop future plans

12:00 Lunch

1:00

Control Improvements and Focus on Results

- › Charter
- › Stakeholder analysis
- › Communication plan
- › Process map
- › Cause and effect
- › FMEA
- › Solution matrix
- › WBS/schedule
- › Control plan

2:30 Break

2:45 Review/Questions

3:15 Exam

4:00 Training Adjourns

WHY SHOULD YOU GET A Lean Six Sigma Green Belt?

This Six Sigma Green Belt course provides the foundation necessary to effectively utilize the more advanced applications of Six Sigma methodology. **During this course, you will delve into and engage the advanced statistical and communication tools and techniques that deliver real dollar savings through defect and variation reduction within a process improvement project.**

Green Belt recipients will leave the workshop with the tools necessary to:

- **LEAD** and evaluate Six Sigma implementation and deployment in your organization
- **THOROUGHLY UNDERSTAND** and work with advanced Six Sigma concepts and applications
- **COMMUNICATE** and relay basic statistical calculations to senior management and critical decision making bodies
- **UNDERSTAND** the methods and reasons for developing and analyzing an experimental design

***To ensure complete comprehension of the concepts and methodologies covered in the Lean Six Sigma Green Belt training, it is recommended that you have completed a Lean Six Sigma Yellow Belt course, or its equivalent, prior to attending this program.**

EARN YOUR GREEN BELT CERTIFICATION AND 18 CPE CREDITS

“THIS WILL KICK START
CHANGES TO THE WAY
WE DO THINGS TODAY.” – T.O.

REASONS TO ATTEND

1. **POSSESS** an in depth understanding of Lean Six Sigma’s role as a widely recognized process improvement methodology
2. **PINPOINT** the processes or issues in your organization that may be hindering positive growth
3. **DESIGN** strategies that will improve organizational processes on a number of levels
4. **ELIMINATE** non-value added steps in your processes and decrease variation to improve results
5. **ENGAGE** in an interactive learning experience that will develop your process improvement skills



GREEN BELT CERTIFICATION

Agenda

DAY ONE: WEDNESDAY, APRIL 18, 2012

8:30 Registration and Continental Breakfast

9:00 Introduction to the Course

Lesson 1 – Introduction to Green Belt

- › System Thinking
- › Variability
- › COPQ – Cost of Poor Quality
- › Basic Statistics
- › Applications
- › Metrics and Scorecards
- › SPC XL Overview

Deep-Dive Exercise –
Defining the Variability Within
a Catapult

Lesson 2 - Making Sense out of Data Using Graphical & Measurement Tools

- › Communication
- › Tools to communicate the information

Lesson 3 - Measurement Systems Analysis

- › Measuring systems variability vs. Product Variability
- › Accuracy
- › Precision
- › Stability
- › Gauge R&R Study

Deep-Dive Exercise –
Defining the Variability Within
a Catapult

4:00 Day One Adjourns

DAY TWO: WEDNESDAY, APRIL 18, 2012

8:30 Continental Breakfast

9:00

Lesson 4 - Probability Distributions

- › Binomial
- › Poisson
- › Normal

Lesson 5 - Sampling Distributions and Confidence intervals

- › Sampling Sizes
- › Confidence Intervals

Lesson 6 - Process Control and Process Capability

- › Control Vs. Capability
- › Control Charts
- › Process Capability
- › Change Management

Deep-Dive Exercise –
Changing for the Better

4:00 Day Two Adjourns

DAY THREE: FRIDAY, APRIL 20, 2012

8:30 Continental Breakfast

9:00

Lesson 7 - Hypothesis Testing and Rules of Thumbs

- › H0
- › H1
- › T-Test
- › Rules of Thumb

Exercise –
Characterizing the Catapult

Lesson 8 - Regression Analysis and Introduction to DOE

- › Variable Relationships
- › DOE – Design of Experiments

Lesson 9 - Foundations and Overview of Experimental Design

- › Understanding the Process
- › Understanding the Variables
- › Full Factorial
- › Taguchi

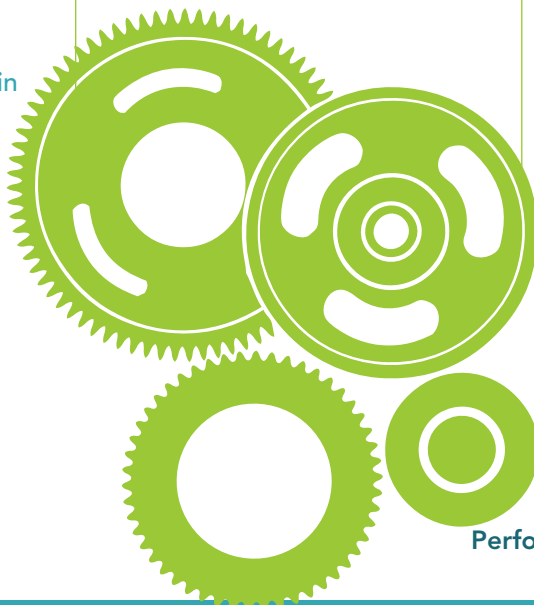
Lesson 10 - Introduction to Design Analysis

- › Understanding the information

Lesson 11 - Rules of Thumb / Review / Assessment

- › Applying some basic rules to understand the data quickly

4:00 Green Belt Training Adjourns



MEET THE TRAINER



CHARIS GROSSMAN is a certified Project Management Professional (PMP®) from the Project Management Institute (PMI®), a Six Sigma Black Belt and a trained Genuine Leadership and Stellar Service Facilitator that focuses on Customer Service. She is currently an instructor and senior consultant with St. Petersburg College, State College of Florida and The Performance Institute. Her expertise is in the training and facilitation of Lean Six Sigma and Project Management. She has extensive experience working with both the private and public sectors.

Charis has over 13 years experience working as a project manager. She has personally lead new projects resulting in the delivery of new drugs, software and processes. In the last 7 years her passion has become integrating Lean Six Sigma in organizations. By using Lean Six Sigma companies can establish a culture of continuous change where all employees are moving toward a common strategy to improve business performance. These organizations have an inherent inclination toward innovation. Charis's goal is to facilitate the adoption of a culture of continuous improvement at companies and agencies to convert strategy, to ACTION and success.

“CHARIS WAS ABLE TO COVER A
TREMENDOUS BREADTH
OF INFORMATION
AND KEEP THE GROUP FROM DIVING
TOO DEEP INTO THE WEEDS” -D.C.

SPONSORSHIP OPPORTUNITIES

As a conference and training provider, The Performance Institute is an expert in bringing together leaders to share and discuss best practices and innovations. We connect decision-makers with respected solution providers.

The Performance Institute offers four different pre-designed sponsorship

packages:

- ▶ Event Co-Sponsor
- ▶ Session Sponsor
- ▶ Luncheon Sponsor
- ▶ Exhibit Booth Sponsor

For more information about this and other The Performance Institute in-house training options, please contact Andrew Goodwin at 202-739-9707 or email him at Andrew.Goodwin@PerformanceInstitute.org.

LOGISTICS & REGISTRATION

Venue and Hotel:

The **Lean Six Sigma Certification** will be held at:

Millennium Knickerbocker Hotel Chicago
163 East Walton Place
Chicago, IL 60611
1-800-621-8140

A limited number of rooms have been secured for attendees at a reduced room rate of \$171.00 per night for this event. To receive this rate, please mention the name of the event "**Yellow Belt, Green Belt and Quality Assurance**" when making your reservations. Please note that this room rate will only be held until 3 weeks prior to the start of the event and that no rates are guaranteed past March 16, 2012.

Tuition & Group Discounts:

The tuition rate for attending the **Yellow and Green Belt Certification** is as follows:

Pricing	Expires 2/17/2012	Expires 3/16/2012	Closing
Registration	\$2399	\$2599	\$2799

*For more information on pricing & group discounts, please contact: **Anthony Masucci** at 202-739-9548 or email him at Anthony.Masucci@PerformanceInstitute.org.

CPE Credits: 30



Delivery Method: Group-live
Program Level: Basic
Prerequisites: None
Advanced Preparation: None

Sponsor Organization Name and Sponsor ID Number: Thompson Media Group 109435

Thompson Media Group is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding sponsors may be addressed to the National Registry of CPE Sponsors, 150 Fourth Avenue North, Nashville, TN 37219-2417. Website: www.nasba.org.

PDUs: 30

PMI Registered Education Provider



The Performance Institute has been reviewed and approved as a provider of project management training by the Project Management Institute.

As a PMI Registered Education Provider (R.E.P), The Performance Institute has agreed to abide by PMI established quality assurance criteria. "PMI" and the PMI logo are service and trademarks registered in the United States and other nations; "PMP" is a certification mark registered in the United States and other nations; "PMBOK®" and "CAPM" are trademarks registered in the United States and other nations by the Project Management Institute, Inc., which is not affiliated with The Performance Institute.

QUALITY ASSURANCE:

The Performance Institute strives to provide you with the most productive and effective educational experience possible. If after completing the course you feel there is some way we can improve, please write your comments on the evaluation form provided upon your arrival. Should you feel dissatisfied with your learning experience and wish to request a credit or refund, please submit it in writing no later than 10 business days after the end of the training to:

The Performance Institute: Quality Assurance
805 15th Street, NW, 3rd Floor
Washington, DC 20005

Note: As speakers are confirmed six months before the event, some speaker changes or topic changes may occur in the program. The Institute is not responsible for speaker changes, but will work to ensure a comparable speaker is located to participate in the program.

If for any reason The Performance Institute decides to cancel this conference, The Performance Institute accepts no responsibility for covering airfare, hotel or other costs incurred by registrants, including delegates, sponsors and guests.

DISCOUNTS & PAYMENT:

- All 'Early Bird' Discounts must require payment at time of registration and before the cut-off date in order to receive any discount.
- Any discounts offered whether by The Performance Institute (including team discounts) must also require payment at the time of registration.
- All discount offers cannot be combined with any other offer.
- Discounts cannot be applied retroactively

Payment must be secured prior to the conference. If payment is not received by the conference start date, a method of payment must be presented at the time of registration in order to guarantee your participation at the event.



3 EASY WAYS TO REGISTER



Visit us online:

PerformanceInstitute.org/LeanSixSigma



Call:

877-992-9522



Fax this form:

866-234-0680

REGISTRATION FORM

- Yes! Register me for the combined Lean Six Sigma Certification training course.
- Please register me for Lean Six Sigma Yellow Belt Certification only.
- Please register me for Six Sigma Green Belt Certification only.
- Please call me. I am interested in a special Group Discount for my team.

Delegate Information

Name

Title

Organization

Dept.

Address

City

State

Zip

Telephone

Fax

Email

Payment Information

- Check Purchase Order / Training Form Credit Card   

Credit Card Number

Expiration Date

Verification no.

Name on Card

Billing Address

City

State

Zip

Please make checks payable to: The Performance Institute

CANCELLATION POLICY: The Performance Institute will provide a full refund less a \$399 administration fee for cancellations requested four weeks prior to the event start date unless cancellation occurs within two weeks prior to the event start date. If a cancellation is requested less than two weeks prior to the event start date, no refund will be issued. Registrants who fail to attend and do not cancel prior to the event will be charged the entire registration fee. All cancellations must be requested through the cancellation link found in your attendance confirmation email. Please note that cancellation is not final until you receive a cancellation confirmation email.

- I have read and accepted the Cancellation Policy above.

ACKNOWLEDGED AND AGREED:

By: _____ Date: _____