

Catalyst's British Quality Foundation

Lean Six Sigma Green Belt Programme

This programme provides the route to attaining benchmark British Quality Foundation Green Belt Certification but is equally for delegates who simply want to find out in detail what Lean Six Sigma is and how it works. The course can be delivered face to face in the classroom in-house or through our open programme, online or through various blended combinations which we can configure to suit your needs.

Who is the course for?

- You would like to get a thorough grounding in the principles and practice of Lean Six Sigma and learn how to apply it in your workplace
- You would like to implement Lean, Lean Six Sigma or Continuous Improvement but don't know how
- You would like a proven systematic approach to tackle business problems and inefficiencies without the need for sophisticated statistical tools
- You know very little about process improvement or...
- You already have a lot of experience in process improvement and would like to understand how the techniques you know about fit together in a powerful, coherent structure
- You are from a service or manufacturing organisation. You would like to become a British Quality Foundation Certified Lean Six Sigma Green Belt with the associated career enhancement opportunities
- You are ready to begin your journey towards becoming a Black Belt – we've found that learning the project principles first and then adding advanced Statistical and Change tools through further training modules is a much more effective way to progress.

Learning Outcomes

This course teaches you how to lead improvement projects using Lean Six Sigma's world-class structured problem solving approach, tools and principles and become a Green Belt. It teaches you how to understand, measure and manage processes. It teaches you how to collect and use process data but is free from advanced statistics.

Outcomes for Your Business:

Delegates are equipped to deliver customer service and quality improvements, business efficiency and productivity improvements and a more effective and satisfying working environment

Outcomes for Your Personal Development:

Following successful completion of your first successful project, you will have the option to be certified by the British Quality Foundation with the ensuing recognition and career advancement opportunities.

How can I take this course?

This is our most popular course. We deliver it frequently in-house in a 6-day format, every 1-2 months in each of our open training venues (London, Birmingham, Edinburgh) in a 4-day format and as an online programme on our state-of-the-art Learning Management System. Blended learning options are also popular – a combination of online learning interspersed with facilitated workshops or webinars led by one of our trainers.

Support Pack

All **classroom** delegates receive

- 12 months access to Catalyst's online **Business Improvement Zone** – over 150 short videos recorded live in the classroom covering the entire course content
- Printed and pdf copies of the course slides
- The Lean Six Sigma Improvement Journey Book and Pocket Guide
- The Managing Change Pocket Guide
- Downloadable Green Belt project Tools and Templates
- Downloadable guide on using Excel to understand process data
- Lean Six Sigma Project Guide
- Project Storyboard Guide
- British Quality Foundation Lean Six Sigma Green Belt exam

All **online** delegates receive

- 12 months access to Catalyst's online **Business Improvement Zone** – over 150 short videos recorded live in the classroom covering the entire course content
- Detailed learning guides to help structure your learning and lead you through the videos
- Quizzes at the end of each section to check your progress
- pdf copy of the course slides
- pdf copy of The Lean Six Sigma Improvement Journey Book
- Downloadable Green Belt project Tools and Templates
- Downloadable guide on using Excel to understand process data
- Lean Six Sigma Project Guide
- Project Storyboard Guide
- British Quality Foundation Lean Six Sigma Green Belt exam

Follow-on Options

- British Quality Green Belt Certification
- Project Coaching Support Service
- Lean Six Sigma Project Team Member e-learning training pack
- The Green Belt Course is the foundation for building your Lean Six Sigma skills now or later. Courses which follow on directly include
 - Managing Change for Lean Six Sigma Projects
 - Lean Six Sigma for Innovation and Design (Design for Six Sigma)
 - Advanced Green Belt
 - Black Belt

Online Lean Six Sigma Green Belt Programme

Our unique approach to online training brings the classroom experience to you! The core of our learning material is 150 bite-sized videos, recorded in live training sessions so that you can learn by watching real people delivering a real course to real delegates. The content is exactly the same as our highly acclaimed classroom Green Belt programme

How it works

Each delegate receives a logon to the Business Improvement Zone – Catalyst’s state-of-the-art Learning Management System. There you will have access to the video materials as well as an extensive set of learning and project resources. To help ensure success, **one of our experienced classroom trainers will be assigned to you personally** to support you as you progress through the training programme.

You do not need Minitab software to complete this programme* as many Green Belt projects, particularly in non-manufacturing environments do not require the level of statistical training which would involve statistical software. However, we do provide detailed information on using data in your projects based on Excel and SPC Plus (which is included free in the Green Belt package).

Online Training Materials and Resources



Is Any of This Familiar to You?

- ◆ Frustration: you don't seem to be able to do things easily
- ◆ Confusion: no-one really seems to know what's going on
- ◆ Hassle: there are always fires to put out
- ◆ Overload: there is always too much to do
- ◆ Complaints: you're spending too much time dealing with unhappy customers

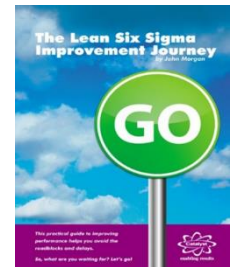


The videos are organized into a series of courses which align with the Lean Six Sigma project structure. You can view a video sampler [here](#).

- We don't use animations. Voiced-over Power Points are only used occasionally to introduce or summarise some topics
- There are quizzes at the end of each course so you can check your knowledge

The videos are complemented by an extensive set of resource materials

- A high-level roadmap to explain the key steps and objectives within each project phase
- A detailed roadmap to lead you through the videos and summarise key points
- Copies of the slides used in the classroom
- A pdf copy of the published book we use in the classroom
- A project Guide to explain everything you and your champion need to know about Lean Six Sigma projects
- Tools and Templates for your projects
- Detailed guide to using data in Green Belt projects based on Excel and SPC Plus (SPC Plus is provided)
- Project storyboard guide and example storyboards



Your personal tutor

You will be assigned one of our classroom trainers as your tutor. Our trainers are all experienced Lean Six Sigma practitioners who have been there and done it for real prior to joining Catalyst. You will be able to contact your tutor for guidance as you work through the training programme. We can also (optionally) configure a structured programme of coaching support to suit your needs.

Green Belt Course Contents

The content is the same for classroom and online programmes

Introduction:

- Key principles and foundations of Lean and Six Sigma
- Waste and Flow
- Variation and Sigma values
- Roles and Responsibilities
- The systematic approach (DMAIC)
- Project Selection
- Intro to Change Management

The programme then follows the DMAIC (Define, Measure, Analyse, Improve, Control) phases, we cover 8 steps within this framework, covering relevant tools and techniques under each of these headings as follows:

Define Phase:

Step 1 - Select the Problem

- Improvement Charter
- SIPOC
- Focus on the Customer
- Voice of the customer and business
- Critical To Quality requirements
- In frame / out of frame
- Stakeholder analysis
- Elevator speech

Measure Phase:

Step 2 – Understand the Current Situation

- Process Stapling
- Value added flow analysis
- Process mapping: Deployment Flow Charts and Value Stream Mapping
- Moments of Truth
- Data collection
- VOC to CTQ Matrix
- CTQ to Output Measures matrix
- Operational Definitions
- Measurement Plans
- Continuous and Attribute data
- Introduction to Gauge R and R
- Data collection methods
- Y to X (output to inputs) matrix
- Output, Input and In-process measures
- Introduction to Sampling methods
- Variation
- Statistical Process Control Charts
- Special & Common Cause Variation
- Process Capability
- Process Sigma

Analyse Phase:

Step 3 - Identify & Check the Possible Causes

- Fishbone/Ishikawa diagrams
- Negative Brainstorming
- Interrelationship Diagrams
- Developing measurements of possible causes
- Process Flow and Waste
- Introduction to Data Analysis Techniques
- Pareto Charts
- Basic Graphs
- Scatter diagrams

- Hypothesis Tests
- Regression Analysis
- Introduction to Design of Experiments
- Logical Cause testing
- Financial & Tollgate reviews
- Introduction to Multi-Generational Plans

Improve Phase:

Step 4 – Generate Possible Solutions

- Lean Solutions
- SMED
- Batch size reduction
- Pull processing
- Product Families, 3Rs and Cells
- Introduction to Theory of Constraints
- Process Levelling and Sequencing
- 5S
- Creative thinking
- Assumption Busting
- Catalyst
- Ideas Box

Step 5 – Select the Solution

- N/3 and Paired Comparisons
- Prioritisation Matrices
- Force Field Analysis
- XY grids

Step 6 – Plan & Test the Solution

- Process Pilot
- FMEA
- Poke Yoke
- Financial Review - Cost benefit analysis

Control Phase:

Step 7 – Implement & Standardise the Solution

- Process management
- Visual Management
- Control Plans
- Standardisation
- Documentation
- Response Plan
- Control Charts

Step 8 – Assess Achievements & Lessons

- Storyboards
- Final Review / Post Project Review
- Recognition

Catalyst offers British Quality Foundation accredited Lean Six Sigma training from Awareness through to Master Black Belt level including workshops for Executive Teams and Project Champions.