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## LEAN SIX SIGMA GREEN BELT TRAINING

**Dates:** 16 – 19 September 08.30 – 17.30

**Venue:** Tuning Fork Training Facility – St. Julian's STJ 1870

**Format:** Tutor-led classroom style course and exam

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.

### INTRODUCTION

Lean Six Sigma provides a rigorous and structured approach to help manage and improve quality and performance. It is the most widely used approach to solve business problems across every kind of business throughout the world. Tuning Fork are partnering with Catalyst Consulting Ltd to bring Lean Six Sigma training to the Maltese market.

Catalyst's internationally recognised Green Belt course will provide practitioners with the tools and principles to help you to understand, measure and manage processes and to enable you to lead an improvement team. Since 1995 Catalyst has trained thousands of practitioners on a global basis, and feedback using the NPS system is consistently excellent with scores at world class levels.

The course is fully accredited by the British Quality Foundation – indeed Catalyst is the BQF's primary recommended Lean Six Sigma training partner.

### 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
- 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 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 foundation principles and tools first and then adding advanced Statistical and Change tools through further training modules is the most effective way to progress to Black Belt

### 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 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.



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## GREEN BELT COURSE CONTENT

### 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
- 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
- Prioritising 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



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## 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

## SUPPORT PACK

All classroom delegates receive:

- 12 months access to Catalyst's online **Business Improvement Zone** – over 150 short videos covering the entire course content
- Printed and PDF copies of the course slides
- The Lean Six Sigma Improvement Journey Book
- The Lean Six Sigma Improvement Journey 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
- Lean Six Sigma Green Belt exam

## WHAT ARE THE BENEFITS?

- Market leading and accredited open classroom courses
- Relevant for all industries, in fact, the networking provides a great opportunity for best practice and shared learning
- A comprehensive set of acclaimed printed materials
- Training is delivered from our state of the art venue in Malta
- Four-day classroom delivery with 12 months' access to our Business Improvement Zone
- Classroom Lean Six Sigma Green Belt including British Quality Foundation Certification (Optional)



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## IN-HOUSE TRAINING

- 'In-house' at the premises of your choice.
- In-house training allows for tailoring of the course content to your specific requirements including relevant case studies and time for delegates to start work on their own improvement projects
- Pricing is highly competitive and will depend on number of days and number of delegates. Please contact us for a specific quotation.

## STYLE OF DELIVERY AND COURSE LEADERS

Our course leaders are highly experienced Lean Six Sigma practitioners, consultants and trainers. They have extensive knowledge across a wide range of sectors including manufacturing, finance, pharmaceuticals, local and national government. All Catalyst Programmes are fully accredited by the British Quality Foundation. Indeed Catalyst is the BQF's primary recommended Lean Six Sigma training partner.

## CERTIFICATION

Delegates successfully completing the course and examination, will receive a Tuning Fork Certificate of Attendance. They will also have the option to be certified by the British Quality Foundation with the ensuing recognition and career advancement opportunities.



## BOOKING AND COURSE FEES

**Fee: €1,350 + VAT.** The fee includes all course material, examination, Tuning Fork Certificate, 12 Month Support Pack, light lunch and refreshments daily.

**Optional BQF Certificate Fee: €275 + VAT**

Visit [www.tfork.com](http://www.tfork.com) for more information on courses or to complete an on-line registration.

## FOLLOW-ON OPTIONS

- Project Coaching Support Service
- Lean Six Sigma Project Team Member e-learning training pack
- Champions training for managers
- Agile
- Lean Six Sigma for Leaders
- Specialist Improvement Masterclasses
- 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
  - Lean Six Sigma for Innovation and Design (Design for Six Sigma)
  - Advanced Green Belt
  - Black Belt

## Terms & Conditions:

Tuning Fork Ltd. will accept registrations on a first-come-first-served basis, and may refuse applications for any given course or training programme, once the maximum number of participants is reached, for quality assurance purposes. Tuning Fork Ltd. reserves the right to cancel a course if the required minimum number of participants is not reached. A full refund will be given in this case only. Tuning Fork Ltd. will endeavour to adhere to course dates once they are published, unless in case of 'force majeure'. However, Tuning Fork Ltd. reserves the right to postpone or re-schedule any course or training programme for operational reasons, and in this case due notice will be given to participants via email or telephone. Their registration will remain valid for the same course, once the new dates are scheduled.