



Lean Sigma Green Belt

The Programme

At the heart of Lean Sigma implementation and improvement activities are project teams who use their knowledge and skills to improve the performance of processes and the business. Our Lean Sigma Green Belt training is focused on team members understanding and applying the **Define Measure Analyse Improve and Control** (DMAIC) model which is the foundation of most Six Sigma projects.

Six Sigma is fundamentally about quality, customer focus and cost – Lean focuses on reducing waste, cost and speed. This programme blends a number of Lean concepts and tools into the Six Sigma DMAIC model. In today's climate it is critical that organisations are equipped with the appropriate skills and techniques to enable them to deliver current and future improvements and reduce costs.

Our Lean Sigma programme has been specifically designed for service delivery within all types of organisations including the public sector. This is a practical, hands-on programme which demonstrates how Lean and Six Sigma principles can be applied in a service and office environment. It enables rapid understanding of what improvements can be realised and provides an insight into tools and techniques which delegates can take

Benefits

At the end of the five-day programme delegates will understand and be able to:

- Apply the principles of Lean and the Six Sigma DMAIC performance improvement model.
- Establish the "voice of the customer" in defining the required performance standard.
- Use a number of measurement approaches and tools to establish current performance.
- Use appropriately a number of basic analysis tools and techniques to establish the root cause of a problem.
- Understand key Lean concepts and tools, when and how to apply them to drive improvements.
- Understand the need to engage and involve people in achieving the objectives.
- Be able to apply the techniques in a way which takes account of the culture of different departments and sense the changes necessary.
- Recognise the difference in approach and techniques for incremental and re-design improvement strategies. Know how to decide on the correct approach.
- Establish ongoing process controls and process governance structures.

Who Should Attend

- Operational managers
- Heads of service
- Customer service/Contact centre managers
- Heads of OD, finance managers, performance managers

Agenda

Take a look at a typical agenda overleaf which can also be tailored and delivered in-house.

For More Information

To find out more please contact us at our offices, visit our website at www.tealconsulting.co.uk or e-mail us at info@tealconsulting.co.uk



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Outline Programme		
Day 1	Day 2	Day 3
Introductions	Normal Distribution	ANALYSE
What is Lean/Six Sigma	Process Capability	Cause and Effect
Waste		5 Why's
Coffee		
DEFINE	Importance of Data	Describing Variation
Teams / Project Charter	Measurement Systems	Graphical Analysis
SIPOC / communication Plan	Data Collection & Validation	Scatter Plots / Histograms
Lunch		
Voice of Customer / Kano Model	Workplace Organisation	Box Plots
MEASURE	Visual Management	Pareto Analysis
Process Mapping	Standard Operation	Run Charts
Mapping Exercise	Process Reliability	Data Case Study
Tea		
Value Stream Mapping	Flow Based Operations	Applying Design of Experiments
	Takt Time / Load Balancing	
	Applications of Pull	
Close	Close	Close

Day 4	Day 5
IMPROVE Creative Thinking FMEA	Pilot Planning & Statistical Verification
Coffee	
Change Management	CONTROL Error Proofing Documentation
Lunch	
Simulation Game	SPC Control Plans Example Projects
Tea	
Simulation Game	Review Green Belt Assessment Close

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