



# Lean Sigma Awareness Yellow Belt

## Client Quote

**"I learnt a lot in two days, and came away with loads of ideas as well as techniques as to how to improve services and make resources go further."**

**Former LA Deputy  
Chief Executive**

## The Programme

The process of improvement cannot be undertaken without the full use of the skills, knowledge and expertise of those who provide the services every day. We view staff as experts whose potential must be released.

Our 'Lean Sigma Awareness' programme is designed to enable individuals to gain an insight into how Lean Sigma can be applied to service delivery within all types of organisations.

This development programme 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 back and apply in the workplace.

The knowledge gained and lessons learned are practical and meaningful. They can be used in any organisation to drive reduced costs and improve levels of service.

## Benefits

- Understand how this approach helps to reduce real costs in service delivery.
- Discover how to improve performance and the customer experience.
- Be able to apply the learning in your work environment.
- Start to create sustainable improvement.

## 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 on our website at [www.tealconsulting.co.uk](http://www.tealconsulting.co.uk) or email us at [info@tealconsulting.co.uk](mailto:info@tealconsulting.co.uk).



# Lean Sigma Awareness Yellow Belt

Lean Sigma Awareness	
Day 1	Day 2
Introductions	<b>ANALYSE</b>
What is Lean Sigma?	Graphical Tools
Process Waste	Cause & Effect/5 Whys
<b>Coffee</b>	
<b>DEFINE</b>	<b>IMPROVE</b>
Teams/Project Charter	Creative Thinking
Voice of Customer/Kano Model	Takt/Flow/Bottlenecks & Pull
<b>Lunch</b>	
SIPOC/Communication Plan	Future State Mapping
<b>MEASURE</b>	FMEA & Change Management
Process Mapping	Pilot Planning & Verification
Current State Mapping	<b>CONTROL</b>
<b>Tea</b>	
Mapping Exercise	Error Proofing & Documentation
Data Collection & Understanding	Control Plans & SPC
Process Capability	5S/Visual & Daily Management
Close	Close

The above content will be brought to life with practical exercises and demonstration of the tools as they are applied to a business simulation game which runs throughout the programme.

## CONTACT US

Surrey Office: +44 (0) 1483 420550  
 Leeds Office +44 (0) 113 2940375  
 E-mail: [info@tealconsulting.co.uk](mailto:info@tealconsulting.co.uk)  
 Website: [www.tealconsulting.co.uk](http://www.tealconsulting.co.uk)

