



Certified Lean Six Sigma Transactional Green Belt

Overview

What does it take to drive change in an organization? Transactional Lean Six Sigma is a business strategy focusing on mix of continuous & breakthrough improvement and operational efficiency. It is a systematic method using the DMAIC model for improving the output of an organization. In a support service environment a Transactional Lean Six Sigma process would be virtually error free. This program is designed to provide participants with startup knowledge and skill of the Six Sigma DMAIC Model and how Six Sigma drives process improvement. It also provides a comprehensive coverage of Lean and Six Sigma techniques that enable the participants to grasp the essential skills to lead Lean Six Sigma Projects in their organizations, through the training and exercises.

The participants receive practical experience from Six Sigma practitioners who hold the participants hand-in-hand to identify and implement the projects in the participants' organization for ensuring a breakthrough improvement in Support Services such as SCM, HR, Marketing, Customer Service, Finance, Management Audit System etc.

Programme objectives:

- Participants should understand completely the lean and six sigma concepts along with the deployment skill of 'Transactional lean six sigma' integrated concept.
- Participants should understand the Transactional lean six sigma methodologies along with tools required in each stage of methodology
- Participants should learn a lean six sigma methodology to increase consistency and efficiency in order to eliminate mistakes and errors.
- Participants should learn a Transactional lean six sigma methodology for optimization of a Support-Service-process-parameters.
- Participant should understand that how Transactional lean six sigma fits in their business strategy

Methodology

Along with highly interactive theoretical teaching the programme includes case-studies discussions, practical sessions, question & answer sessions, exercises with the help of Minitab16 software focusing Support Services only.

The Process of "Transactional Lean Six Sigma Green Belt Certification"



The Transactional Lean Six Sigma Green Belt Certification Process: The participants will be issued 'Transactional Lean Six Sigma Green Belt certificate after completion of the course and successful passing in the examination that will be conducted at the end of fourth day.

Who should attend the Programme?

The programme is primarily designed for all types of participants who intend to be directly involved in Transactional Six Sigma implementation process of any Support Services such as SCM, HR, Marketing, Customer Service, Finance, Management Audit System etc.

Outlines of Programme Content:

Session	Coverage
Session 1 <i>1st day</i> <i>9.30 am to 1.30pm</i> <i>with tea break</i>	Overview: <ul style="list-style-type: none"> • Overview of Support Service Quality • Quality Terminology • Lean, Six Sigma and Lean Six Sigma • The Impact of Transactional Six Sigma to the Organization • The Transactional Lean and Transactional Six Sigma Language
Session 2 <i>1st day</i> <i>2.00 pm to 5.30pm</i> <i>with tea break</i>	Why and When one has to apply Lean Six Sigma <ul style="list-style-type: none"> • Basic Quality Tools • Identifying & Eliminating Errors , Mistakes and wastages through 5s (Housekeeping for productivity Improvement)
Session 3 <i>2nd day</i> <i>9.00 am to 1.00pm</i> <i>with tea break</i>	Lean and Six Sigma: <ul style="list-style-type: none"> • Lean Principles • Applicable Lean Tools and • DMAIC Methodology
Session 4 <i>2nd day</i> <i>1.30 pm to 5.00pm</i> <i>with tea break</i>	Define Phase: <ul style="list-style-type: none"> • Project Definition • Project Charter • Gathering Voice of the Customer, • Translating Customer Needs into Specific Requirements (CTQs) through QFD

	<ul style="list-style-type: none"> • SIPOC Diagram • Define Phase Review Case studies
Session 5 3 rd day 9.00 am to 1.00pm with tea break	Measure Phase: <ul style="list-style-type: none"> • Service Process Mapping (As-Is Process) • Data Attributes • Service Process Performance (Cp, Cpk, Pp, Ppk) • Calculating Service Process Sigma Level • Visually Displaying Baseline Performance • Measurement Phase Review • Case studies
Session 6 3 rd day 1.30 pm to 5.00pm with tea break	Analyze Phase: <ul style="list-style-type: none"> • Cause and Effect Analysis • Data Segmentation and Stratification • Test of Hypothesis • DOE & ANOVA with Support Service examples. • Determining Opportunity (Defects and Financial) for Improvement (Regression Analysis) • Analyze Phase Review Case studies
Session 7 4 th day 9.00 am to 1.00pm with tea break	Improve Phase: <ul style="list-style-type: none"> • Quality Function Deployment (House of Quality) • Methods of selecting best solution • Failure Modes and Effects Analysis (FMEA) • Introduction of lean concept in solution design • Improve Phase Review Case studies
Session 8 4 th day 1.30 pm to 5.00pm with tea break	Control phase: <ul style="list-style-type: none"> • Assessing The Results of Service Process Improvement • Statistical Process Control (SPC) Overview • Developing a Service Process Control Plan • Documenting the Process • Control Phase Review Case studies

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