



For service organizations looking to dramatically reduce complexity, rework, delays, and other forms of waste in transactional processes

Lean Six Sigma Black Belt for Service Organizations

Course Overview

Participants in this comprehensive, 16-day course will learn how to successfully lead and contribute to improvement projects in a service business environment. State-of-the-art tools for the application of the Lean Six Sigma DMAIC (**D**efine-**M**easure-**A**nalyze-**I**mprove-**C**ontrol) improvement strategy to service projects will be introduced with hands-on exercises and tutorials to ensure rapid learning and knowledge retention. The instructors combine deep theoretical knowledge with substantial practical experience. On completion of this program participants will be able to:

- *Deliver a significant financial return to their organization through completion of a Lean Six Sigma improvement project.*
- *Use the proven **Define, Measure, Analyze, Improve and Control** roadmap to dramatically reduce waste, complexity and delays in service and transactional business processes.*
- *Apply statistical/non-statistical tools to increase the probability of success on service improvement projects*
- *Apply advanced tools to shorten project schedules and ensure desired results are obtained*
- *Present improvement projects to peers and transition and/or "close-out" existing projects.*

Who Should Attend

This course is for people working in office, service and administrative environments who want to learn the Lean Six Sigma Black Belt body of knowledge and apply it to make breakthrough improvements in performance in their organization. This includes government, healthcare, finance, insurance, information technology, and people working in transactional processes in manufacturing organizations.

Course Prerequisites

Participants in this course should have good communications skills, be results oriented, and have good familiarity with personal computers, including a working knowledge of MS Windows and MS Office. Participants should also be capable of working in a team environment.

Black Belt trainees should be assigned a Lean Six Sigma improvement project to work on during and between the training sessions. Improvement project selection information will be sent to you before the program commences. The instructor will be available to assist in improvement project selection and to consult on challenges presented by this project during the training sessions. Trainees should have experience with team leadership and process improvement. A working knowledge of high school algebra and prior experience with statistical methods would be beneficial.

Course Duration

This course will take 128 -hours (16-days) to complete. Training sessions are delivered in eight, 2-day sessions over a 4 month time frame. A training schedule is provided on the page below.

Lean Six Sigma Black Belt for Service Schedule	
Training Day 1	Lean Six Sigma Overview
Training Day 2	DMAIC Define I
Training Day 3	DMAIC Define I (Continued)
Training Day 4	DMAIC Measure I
Training Day 5	DMAIC Analyze I
Training Day 6	DMAIC Improve I
Training Day 7	KAIZEN
Training Day 8	DMAIC Control I
Training Day 9	DMAIC Measure II
Training Day 10	DMAIC Analyze II
Training Day 11	DMAIC Analyze III
Training Day 12	DMAIC Analyze IV
Training Day 13	DMAIC Improve II – Lean Tools
Training Day 14	DMAIC Improve III – DOE and Introduction to TRIZ
Training Day 15	DMAIC Control II
Training Day 16	Introduction to DFSS and QFD Program Review and Wrap-up

Black Belt Certification

Participants who complete the Black Belt training and pass the Black Belt Exam will be awarded a Lean Six Sigma Black Belt Certification of Completion. On completion of one improvement project for their company participants will be awarded a Certified Lean Six Sigma Black Belt certificate. Details of this improvement project must be reviewed and approved by the instructor.

Training Materials

Participants in the Lean Six Sigma Black Belt training course will be provided with all necessary texts, workbooks, electronic copies of data sets and a copy of the appropriate software program.



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Computing Requirements

Personal computing skills are essential to every Lean Six Sigma Black Belt. Participants in this program must be equipped with a laptop computer loaded with MS Excel (version 2003 or later). Participants should also possess the following skills:

- Using the Windows operating system, especially file management.
- Creating and modifying line and column charts in Excel.
- Creating and modify simple cell formulas in Excel

Training Program Fees

ETI Group can present this training program at your facility. Your cost, including workbooks, materials and software for up to twelve participants is \$42,000. Additional participants, up to a maximum of eighteen people will cost an additional \$750 per person. The training program can also be “tailored” to meet the specific learning needs of your organization.

For more information please contact:

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