



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

Lean Six Sigma Green Belt for Service Organizations

Course Overview

Combining Lean and Six Sigma into a single improvement initiative eliminates redundant infrastructure and provides the ultimate in world-class performance...*Six Sigma Quality with Lean Speed!*

This comprehensive course teaches service industry professionals how to apply Lean Six Sigma tools and methods in service and transactional business environments. State-of-the-art tools for the application of the Lean Six Sigma improvement strategy to service projects will be introduced with hands-on exercises and tutorials to ensure rapid learning and knowledge retention of the DMAIC (Define-Measure-Analyze-Improve-Control) methodology. The instructors combine theoretical knowledge with substantial practical experience. Comprehensive training workbooks serve as excellent references for subsequent learning and review. 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 (DMAIC)** roadmap to dramatically reduce waste, complexity and delays in service and transactional processes.*
- *Apply statistical and other tools to increase the probability of success on improvement projects*
- *Present improvement projects to peers and managers and transition/"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 Green 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.

Green 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. No prior knowledge of statistics is required.



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Course Duration

This course will take 64 -hours (8-days) to complete. Training sessions are delivered in either four, 2-day sessions or two, 4-day sessions over a 2 – 3 month time frame. A training schedule is provided below.

Lean Six Sigma Green 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

Green Belt Certification

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

Training Materials

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

Computing Requirements

Personal computing skills are essential to every Lean Six Sigma Green 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.



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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 \$20,000. Additional participants, up to a maximum of eighteen people will cost an additional \$495 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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