



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

## Lean Six Sigma Yellow Belt for Service Organizations

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### Course Overview

This course teaches the fundamental Lean Six Sigma philosophy and how to apply the tools and methods on a daily basis. Participants will learn how to identify improvement opportunities and be a valuable resource within Lean Six Sigma project teams led by Green Belts and Black Belts. On completion of this program participants will be able to:

- *Use Lean Six Sigma terms and concepts to communicate with others with an emphasis on voice of the customer, critical to quality, speed and non-value-added*
- *Explain each phase of the Lean Six Sigma **Define, Measure, Analyze, Improve and Control** (DMAIC) methodology.*
- *Map a process, understand its inputs and outputs and that every organization is a collection of processes.*
- *Explain the role of the Yellow Belt in the context of all other Lean Six Sigma roles (Black Belt, Green Belt, Champion, etc.)*
- *Understand the organization's improvement project pipeline strategy - selection process, prioritization and tollgate process*
- *Learn the Lean Six Sigma tools most widely used in transaction/ service-oriented applications:*
  - *Define Tools – Project metrics, brainstorming, SIPOC, process mapping, I/O analysis*
  - *Measure Tools – Cause-and-effect matrix, FMEA, data collection, cost of poor quality*
  - *Analyze Tools – Pareto charts*
  - *Improve and Control Tools – Solution design matrix, control charts*

### Who Should Attend

This course is for people working in office, service and administrative environments who would like or are required to have a fundamental understanding of the Lean Six Sigma DMAIC methodology and be able to use some of the basic tools of improvement.

### Course Duration

This course takes 2-days (16-hours) to complete.

### Course Prerequisites

There are no prerequisites for this training course.

### Training Course Fees

Total cost for this two day Yellow Belt program is \$4,500, which includes all training materials for up to twelve people. Please note that this training program and materials can be “tailored” to meet any requirements unique to your organization. For more information please contact ETI Group.