

Lean Six Sigma for Services Green Belt

Duration: 3 Days **Course Code: LSSGB**

Overview:

Lean Six Sigma is a structured problem-solving methodology designed to help organisations introduce and sustain a culture of continuous process and service improvement. Lean Six Sigma is widely recognised as one of the most successful improvement methods of all times. In this training we use a unique Lean Six Sigma framework designed specifically for organisations in the services industry, including: Finance, Telecommunications, Public Sector, Transport, Utilities, and information technology. The Green Belt builds on the competencies developed from the Lean Six Sigma for Services Yellow Belt training, helping delegates to translate the methodology into actual project work. The Lean Six Sigma Green Belt is delivered via virtual workshops and combines online sessions, hands on project work and remote coaching. We utilise real case studies and examples from delegates which are integrated and used throughout the sessions. This will help delegates select and make progress on their Lean Six Sigma project, also for the purpose of Green Belt certification. This course is structured across three, four-hour virtual workshops. Delegates are expected to complete offline workshop assignments and project work.

Target Audience:

- Change leaders and executives
- Programme and Project Managers
- Improvement professionals
- Business analysts
- Head of Change and Transformation
- Service Managers
- IT professionals
- Customer experience teams
- Anyone involved in Change and Continuous Improvement

Objectives:

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- Identify improvement opportunities
- in your own organisation (project selection)
- Apply team problem solving and
- process analysis techniques
- Perform process value analysis and
- root cause analysis
- Lead Lean Six Sigma DMAIC projects
- (as Project Managers)
- Guide other team members in the
- application of Lean Six Sigma tools
- Drive change and continuous
- process and service improvement

Prerequisites:

Delegates attending this course must have completed the Lean Six

Preparation for the course

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Testing and Certification

Accreditation

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Follow-on-Courses:

Lean



Content:

re-design

project work

- IMPROVE: Pilot projects
- CONTROL: The Control plan
- CONTROL: Statistical process control
- CONTROL: Control Charts
- Lean Six Sigma and Change Management
- Lean Six Sigma for Services – Delegates

Additional Information:

What's included

- Three, four-hour virtual workshops
- Support from Subject Matter Expert on project selection and project coaching
- Course materials
- Green Belt Exam administration

Further Information:

For More information, or to book your course, please call us on Head Office 01189 123456 / Northern Office 0113 242 5931

info@globalknowledge.co.uk

www.globalknowledge.com/en-gb/

Global Knowledge, Mulberry Business Park, Fishponds Road, Wokingham Berkshire RG41 2GY UK