

Lean Six Sigma for Services Yellow Belt

Duration: 2 Days **Course Code: LSSYB** **Delivery Method: Company Event**

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 Yellow Belt is the entry level for formal certification and is ideal for anyone involved in Continuous Improvement. The Lean Six Sigma Yellow Belt training 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.

Duration

This course is structured across two, four-hour virtual workshops. Delegates are expected to complete offline workshop assignments.

Company Events

These events can be delivered exclusively for your company at our locations or yours, specifically for your delegates and your needs. The Company Events can be tailored or standard course deliveries.

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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|---|--|
| ■ . | ■ Perform process value analysis and root cause |
| ■ Understand the key concepts of Lean and Six | ■ analysis |
| ■ Sigma and applications to Services | ■ . |
| ■ . | ■ Participate in Lean Six Sigma DMAIC projects and |
| ■ Identify improvement opportunities in your own | ■ lead targeted improvement initiatives |
| ■ organisation (Project selection) | ■ . |
| ■ . | ■ Use Lean, Kaizen and Six Sigma tools to drive |
| ■ Apply team problem solving and process analysis | ■ continuous process and service improvement |
| ■ techniques | ■ |
| ■ . | ■ |

Prerequisites:

There are no formal pre-requisites to attend this course.

Preparation for the

■
Delegates are



Testing and Certification

Accreditation

Delegates are awarded the Lean Six Sigma for Services Yellow



Follow-on-Courses:

Lean Six Sigma for Services Green Belt

Lean Six Sigma for Services Black Belt

Content:

Lean Six Sigma – Introduction and key concepts



Lean Six Sigma project selection



DEFINE: The voice of the customer



DEFINE: The voice of the process



MEASURE: The measurement framework



MEASURE: The process for measurement



ANALYSE: The process view



ANALYSE: The data view



ANALYSE: The root causes



IMPROVE: Overview



CONTROL: Overview



Lean Six Sigma and Change Management



Lean Six Sigma for Services – Delegates project

work

Additional Information:

What's included

- Two, four-hour virtual workshops
- Support from Subject Matter Expert on projectselection and project coaching
- Course materials

Further Information:

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

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