

# Lean Sigma For Services

## Green Belt Accreditation

*“Get the skills and knowledge that you need to work on a Lean-Sigma project.”*

*“Become a competent team member that can put into practice the theory and concepts of Lean -Sigma.*



*“Make real changes in processes that demonstrates improvement to both customers and process efficiency”*

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### Five Day Classroom Event

or

### 15 Personal Mentoring Sessions

(Private Study also required).

(Plus Assessment and Portfolio Submission)

Lean-Sigma for services is a package of techniques, tools and approaches aimed at process improvement in service industries; particularly in transactional processing. It is used to combine the improvement of business processes efficiency with enhancing the customer experience. Lean Sigma brings together Six Sigma with “Lean Thinking”

Six-Sigma, which originated in Motorola and GE during the nineties, gives focus on error and variation reduction within process performance. Lean is concerned with waste reduction and issues surrounding the flow of work and its impact on customers.

This course seeks to provide and develop skills and techniques to enable an individual to work in Lean-Sigma projects as a practitioner.

Lean Sigma operates a system of belts to identify levels of knowledge and the application of skills. Green Belt Training is designed to move individuals beyond the basic philosophies of Lean Sigma to develop people to a level where they can implement the techniques in real project work.

This initial training week provides a basis for working on a real project; this is assessed formally via an examination, in which a successful result then allows the delegate to collate evidence of their work in the real world, through the submission of a portfolio of evidence demonstrating their competence to work on Lean-Sigma initiatives.

The green belt is issued on successful completion of that portfolio not just on attending the training.

*“Creates people who can really apply Lean-Sigma in the real world”*

*“A qualification that is based on evidence of achievement in practical delivery”*

## Content Overview:

- 5S
- How to identifying Lean wastes for Services.
- Process mapping and identifying value streams.
- How to measure process effectiveness and efficiency.
- Variability and its relationship with complexity cost and quality.
- Statistical theory: Standard deviation Population & Sample, Standard error, confidence intervals and other measures and treatments of dispersion measurement.
- Types of data and their uses.
- Little's Law.
- Problem statements.
- CTQ Measures.
- The Project Charter.
- Setting the Hypothesis.
- Designing Measuring Schemes.
- Sampling
- Gauge R & R and its relevance to services.
- What, when and how to measure.
- Approaches using statistical techniques to analyse the data.
  - Scatter plots.
  - Use of graphs and charts.
  - Correlation coefficients, Pearson's squared.
  - Histograms, trend lines, stem & leaf ogives, frequency distributions and how to work with grouped data.
- Innovating techniques, hothouse and agile workshops.
- Visual Management.
- Control
  - Statistical Process Control
  - X bar.
  - Process score cards

Balanced Score Cards

Process Ownership

## On Completion the delegates will:

- Have a deep understanding of the underlying concepts and theories of Lean- Sigma and be able to demonstrate clear practical application of those theories.
- Have a comprehensive set of practical skills to deploy effective and competent process improvement using lean-sigma techniques.
- Understand how to design and deploy "DMAIC" and apply lean "kaizen" events.
- Be able to serve as a project team member.

## Who Should Attend:

- Staff who will be actively deploying Lean - Sigma techniques and working in process improvement programmes.
- People wishing to develop a career in Lean-Sigma and process improvement.

## What This Course Is Not About:

- This is not an introductory or overview training programme,
- This is not about project leadership or how to set up and run a lean-sigma programme.

## Expectations of Delegates:

- Delegates will be expected to get involved and contribute to group exercises and discussion.
- A good understanding of the basic principles will be required as a foundation before enrolment i.e. Yellow Belt Training.
- Delegates will be given the option of taking a test to satisfy the course leader that the candidate has understood the course content and to authorise the continuation to preparing a portfolio for submission for assessment towards the issuing of a Green Belt certificate.
- Candidates can attend for educational purposes only but certificates will not be issued .

# Lean Sigma Accreditation

## YELLOW AND GREEN BELTS.

There is no centralised standard for Lean Sigma accreditation and the awarding of belts is at the discretion of the training provider.

Many organisations offer Lean-Sigma training and award certificates under several systems and approaches. Some are more easily obtained and some have more rigor. Some offer online distance learning options to individuals. In each case it is necessary to see the provenance of the “Belt” claimed and apply common sense to its context.

Most training organisations have their heart in the right place and provision generally seems to be at a good quality, particularly in partnership with client organisations who endorse the quality or accreditation with the use of their brand.

We acknowledge that this is not ideal and causes some confusion in the marketplace; but that is where Lean Sigma is and we have to live with it as it is.

One benefit of not having a central accreditation board is that potential training affiliation costs and examination fees have been controlled by market forces and not maintained by a centralised closed shop. This has created inclusiveness in Lean Sigma rather than an expensive accreditation monopoly as seen elsewhere.

### **Accreditation Policy 2012.**

At Dever Solutions Limited we agree with the client company the specification, syllabus and standards required by that organisation and set the pass marks and levels accordingly. Our course leader and our training team assesses and signs off the agreed standard and submitted assessments on behalf of the client and maintains those standards across the programme.

We then work in concert with the head of training or appropriate officer of the organisation as a training partner to maintain standards on their behalf. Standards are regularly reviewed and verified by the parties involved through the use of a qualification board or committee process. The accreditation is therefore specific to that organisation and the certificates are awarded and branded in the clients name i.e. “Joe Bloggs Plc. Lean Sigma For Services Yellow Belt Certificate”.

We do recommend to clients, in the case of Green Belt Training, that accreditation is based on a real project with the submission of a portfolio by each and every candidate to support their application for Green Belt status.

On principle, we will not agree, to issue any Lean Sigma accreditation based on just attendance, or payment of a fee and will insist in all cases that individual assessment takes place.

We reserve the right to decline certification if standards are not achieved and therefore we prefer to offer our Lean Sigma training in partnership with named client organisations using agreed standards to maintain credibility of the awards given.

Self funding individuals enrolling on these courses should be clear that certification is not guaranteed simply by paying the enrolment fees.