

Lean Sigma For Services

Yellow Belt - Accreditation

“Start the journey of process improvement and develop a better client experience”



Getting the organisation ready for Lean Sigma”

www.deversolutions.co.uk

**Phone: 01962 884795
Mobile 07849 761762**

Mail:



Two Day Event or 6 Personal Mentoring Sessions (Plus Assessment.)

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 introduce the main concepts of Lean–Sigma process improvement and to give an understanding in the approaches of Lean Sigma in preparation of a Lean Sigma initiative.

Lean Sigma operates a system of belts to identify levels of knowledge and the application of skills. Yellow Belt Training is designed to introduce the philosophies of Lean Sigma to people whose business areas are about to be transformed with these techniques or for senior managers to to awareness of the techniques that will be deployed in their company.

The course is also excellent for those new to the methodology and serves as a starting block for individuals embarking on “Green Belt” which is for transformation project team members who will have to apply the tools and methods for real.

The course is a starting point of the Lean Sigma journey and should be attended by most employees being exposed to Lean Sigma as a minimal piece of training to support a Lean Sigma programme or initiative.

“Creating a foundation in Lean Six- Sigma techniques prior to becoming a project practitioner”.

Content Overview.

- Explores the origins of Lean Thinking in post war Japan and how it has transformed manufacturing from mass production to Lean production.
- With reference to Womack & Jones's "Lean thinking" the five principles of Lean are explored with examples and case studies.
- Clear explanations of how this manufacturing theory can and is applied in service industries with focus on making it real for services.
- The concepts of value, non added value and essential non added value are explored and positioned within the delegates organisation.
- Describes the Seven Wastes of Lean using the Mnemonic "TIM WOOD" and suggests some further key wastes with relevance to service industries.
- Addresses the application of lean to services and explores the term transaction lean-sigma.
- Covers some basic statistical techniques that form the basis of Six Sigma including standard deviation and normal distribution curves. Exploring the origin and meaning of "Sigma" and explains why reduction in variation in process performance is key in improving the customer experience.
- Gives an overview of statistical process control and the definition of lower and upper control limits, the use of control charts and
- Looks at the principles of process mapping modelling and simulation.
- Presents the benefit of the "SIPOC" technique.
- Outlines the Six-Sigma "DMAIC" improvement methodology.
- Discusses the next steps on the Lean Sigma Journey.

On Completion the delegates will:

- Know enough to understand competently the terms and language that Lean Sigma uses.
- Understand the principles of lean sigma and how organisations use the methodologies to generate significant savings and enhance the experience of their customers.
- Be able to serve as a project sponsor or as firm grounding to moving on to become a Green Belt practitioner.
- Be made aware of further reading and study aids to enable them to explore the subject in greater depth.

Who Should Attend:

- Potential sponsors of change or managers of departments and who want to develop an understanding of what Lean Sigma is all about.
- All employees who work in departments about to be improved by a Lean Sigma initiative.
- Those wishing to form the foundation of understanding prior to developing further in becoming a practitioner of Lean Sigma by obtaining Green or Black Belt status.

What This Course Is Not About:

This is not an advanced statistical course or a definitive practitioners course in Lean Sigma. The course assumes little or no prior knowledge and is positioned only as an introduction albeit comprehensive.

Expectations of Delegates:

- Delegates will be expected to get involved and contribute to group exercises and discussion.
- 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 issue of a Yellow Belt certificate.
- Certification is not attendance based but evidenced based.

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.