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Course ID: S03

LEAN SIX SIGMA WHITE BELT

Online course: One 4-hour live webinar

1. What is this course about?

Lean and six sigma are approaches to process management that enable all personnel to work in collaborative teams. Lean six sigma teams are responsible for reviewing and revising processes that deliver value to customers. Process problems are error proofed; process steps are standardized and variation in process outcomes is reduced. Customer satisfaction grows & costs fall.

A Lean Six Sigma White Belt has completed a basic level of training in teamwork and process problem solving techniques. White Belts are expected to work in teams and resolve low level local problems on an on-going basis. To enable retention of concepts and tools, the course uses a simple process problem to illustrate the full six sigma define, measure, analyse, Improve and control (DMAIC) project cycle.

2. What will you achieve?

Upon completion of the certified LSSWB course, you will

- be able to define customer needs for a selected process;
- understand the value of cross-functional teamwork;
- understand a range of problem-solving techniques to improve process performance, and
- be able to join a team and work with the team to resolve process problems, using the lean six sigma approach to project management and problem solving.

3. How will you be supported?

During this online course, you will

- a) be able to listen to and interact with the online course tutor and other participants;
- b) be able to ask questions and complete online quizzes to self-assess your understanding of the topic;
- c) be able to download all online lean course recorded webinars for your own future use, and
- d) be able to download soft copy presentation files, with data sets and case studies, for your own future use.

Total contact hours = 4 hours in one webinar. The webinars are hosted on the secure Lean Ireland learning platform.

Following the course, Lean Ireland tutors will be available online, as required, to answer any follow up questions you may have.

All participants receive a certificate of attendance

4. What topics will be covered?

Module	Content	Mins
Introduction & Define	WB course curriculum & objectives, certification process, introduction to Six Sigma & DMAIC A3 problem solving <i>Define phase:</i> Problem review, problem statement, customer satisfaction and critical to quality issues, the 7 wastes, gemba visits, stakeholder analysis, voice of the customer, goal setting, SIPOC flowchart and spaghetti mapping, A3 update.	60
Break		10
Measure	Data collection, data graphing: run charts, Pareto charts, A3 update.	45
Analyse	5 whys, cause and effect analysis, A3 update.	45
Improve	Developing an improvement schedule, 5S workplace management, Error proofing, standard work, quick changeover (SMED), A3 update.	45
Break		10
Control	Updating procedures and job cards, change controls, run chart & control chart, voice of the customer, lessons learned, celebration and next steps. A3 update.	25

The online CLWB course is facilitated in a 4-hour webinar, with two 10 min breaks. The course tutor will supply the case study project details.

5. Tailor your course

If you would like to customise a course e.g. use process data and a problem case study relevant to your organisation, this can be easily arranged. Also, the course can be hosted on any other suitable platform of your choice. Please contact us to discuss your needs.

6. Where can I find out more?

Please contact Bernie Rushe at Lean Ireland,
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