



**Schulich**  
School of Business  
Executive Education Centre

Register for  
an Upcoming  
Session:

March 12 - 15, 2018  
September 17 - 20, 2018

# Lean Six Sigma Yellow Belt

*Become a leader in driving continuous improvement with your team or department by applying Lean Six Sigma principles and tools that deliver breakthrough improvements in any business sector or environment.*

## What Participants Say About SEEC Courses:

*"SEEC's programs live up to its stellar reputation. Engaging, expert instructors, and invested participants make for an effective addition to any leadership training arsenal."*

**Victoria Shepherd,**  
Executive Director,  
AVLA

*"Schulich has set itself apart from other executive education courses. The direct application of course material will act as a true value add to my current and future career endeavours"*

**Elizabeth Moschopedis,**  
Asset Marketing  
Manager,  
Oxford Properties  
Group

*"These courses provided a great learning experience as well as an opportunity to network with others. The things I learn from listening to other participants can be as valuable as the course itself."*

**Susan Busby,**  
Transportation Advisor,  
Lanxess Inc.

## SEEC Moments of Insight include:

Lean principles and tools for identifying and addressing process improvement opportunities.

Six Sigma's DMAIC (Define, Measure, Analyze, Improve, Control) as a problem-solving methodology.

Apply a broader set of Lean Six Sigma tools and techniques to improve process effectiveness.



Register Today / Complete Details

[seec.online/11642](http://seec.online/11642)



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# Lean Six Sigma Yellow Belt

Features an excellent balance of theory and applied learning.

The best way to stay ahead of the competition in an uncertain economy is to improve the customer experience.

That means becoming more efficient, productive and effective while delivering a higher quality product or service at a lower cost. **In this course you'll learn why organizations all across North America are turning to Lean Six Sigma to develop a focus on internal efficiencies while at the same time becoming more in tune with the Voice of their Customers.** After completing this course, participants will be able to explain how Six Sigma and Lean are unique but highly complementary approaches, and when used in concert can deliver breakthrough improvements in any business sector or environment.

## Top Take-Aways

1. **Aligning voice of the customer with process performance** to determine overall capability and improvement opportunities
2. Explain the **fundamental concepts and principles** of Lean and Six Sigma
3. **Write effective problem statements** using the Who, What, When, Where, Why, How and How much (5W2H) approach
4. Construct Suppliers, Inputs, Process, Outputs, Customers (**SIPOC**), **Process Flow and Spaghetti Maps**
5. **Facilitate "root cause analysis"** using cause and effect and the 5 Whys approach
6. **Generate and interpret process statistics** and employ graphical analysis as an investigative tool
7. Plan, facilitate and execute **rapid improvement ("kaizen") events**

## Who Should Attend

Ideal for Directors and Managers and anyone responsible for team and department performance outcomes or interested in building knowledge and skills in continuous improvement. Applicable to virtually every industry sector and functional responsibility.

### Yellow Belts understand Lean Six Sigma philosophy and are able to:

- Align the department/organization to drive process improvement
- Establish current metrics and process performance
- Employ basic quality tools including process flow maps, cause & effect diagrams and Pareto charts

For program content related questions, contact Michael Ewing, Program Director at [mewing@schulich.yorku.ca](mailto:mewing@schulich.yorku.ca).

## Overview of Learning

### Introduction to Lean Principles

- Eight Wastes
- A3 Problem Solving
- 5S & Establishing Effective Workplaces
- Integrating Lean and Six Sigma

### Introduction to Six Sigma

- DMAIC problem-solving methodology
- Process Mapping
- The Effect of Process Variation
- DPMO (Defects Per Million Opportunities) & Assessing Process Capability

### Managing Change and Team Facilitation

- Change Readiness Assessment
- Writing effective problem statements (5W2H)
- Failure Mode & Effects Analysis (FMEA)
- Error-Proofing Techniques
- Ranking & Prioritization techniques
- Planning & Executing Kaizen Events

### Departmental Metrics and Root Cause Analysis

- Graphical Analysis (box plots, histograms, etc.)
- Pareto Charts; Spaghetti Diagrams
- Visual Workplace; SIPOC Diagram
- Cause & Effect Diagrams & 5 Whys
- Introduction to Control Charts & Control Plans
- Project Closure

*Continues online*

### Dates & Locations:

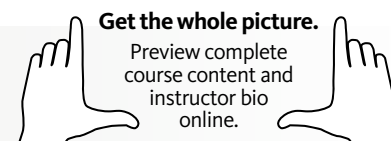
**March 12 - 15, 2018**  
Miles S. Nadal Management Centre

**September 17 - 20, 2018**  
Executive Learning Centre

**Registration Fee:**  
\$3,950 + applicable taxes

### Registration Details:

- Tuition includes teaching materials, lunches and refreshments, but not accommodations
- A special corporate rate is available for participants at partner hotels
- Programs run from 9:00 a.m. to 4:30 p.m.
- Modules, speakers, topics, dates, fees, and locations are subject to change



**Complete Details / Register Today**

<http://seec.online/11642>

Tel.: 416.736.5079 | 1.800.667.9380  
or email [exceedinfo@schulich.yorku.ca](mailto:exceedinfo@schulich.yorku.ca)