



Schulich
School of Business
Executive Education Centre

Six Sigma Green Belt for Service Organizations

Lead high-impact continuous improvement projects that dramatically improve customer satisfaction and organizational performance.

SEEC Moments of Insight include:

A deep understanding of the impact of process variation in achieving predictable, error-free processes and customer service.

Driving improvements, enhancements or redesign of processes with knowledge gained from measuring and analyzing.

How to better understand the Voice of the Customer and link these to processes and supporting metrics to create better service.



Register for an Upcoming Session:

September 10 - 14, 2018

March 25 - 29, 2019

Our Participants Say it Best:

"This course effectively demonstrated the link between observations, calculations and positive outcomes regarding process improvement."

B. Westwater,
Director of Information Services & Facilities Management,
Runnymede Healthcare Centre

"Highly recommended course. I am looking forward to applying new knowledge at my work place."

S. Schweitzer,
Senior Project Coordinator,
Scotiabank

"This comprehensive training program provided me more than just a set of tools and methodology, it shaped my vision and mindset about what's important in process optimization."

J. Sierpe,
Press Operator/
Production,
Bellwyck Packaging Solutions



35 PDUs*

Register Today / Complete Details

<http://seec.online/11841>



Schulich
School of Business
Executive Education Centre



Six Sigma Green Belt for Service Organizations

What You Will Learn

Bring service excellence to the next level with Six Sigma Green Belt training.

Make an impact with Six Sigma Green Belt methodology and tools

Over the last 25 years, the term “Six Sigma” has rapidly become **synonymous with manufacturing excellence worldwide**. It is now a mainstream tool for service-based organizations – from banks to governments. Learning Six Sigma Green Belt tools and methods will allow you to **develop a business process improvement roadmap and drive successful improvement projects in any service sector organization – healthcare, government, finance, engineering, IT, telecommunications, and many more**. This program will give you the tools and skills to successfully lead improvement projects for your organization. Plus it is also an ideal prep course for those interested in pursuing formal Six Sigma Green Belt certification in the future.

Who Should Attend

Six Sigma for Process Excellence is being successfully employed by leaders in all service industries from financial services, hospitality and high-tech to healthcare and government services.

This seminar will benefit:

- VPs and directors in all service-based organizations
- Service and operations managers, engineering managers, organizational trainers and quality managers who are always striving to improve customer service and satisfaction
- Service organizations that have already deployed Lean strategies, but want to incorporate Six Sigma tools and techniques to drive even greater value and success with a blended Lean Six Sigma strategy
- Continuous improvement specialists, project managers and business analysts who want to leverage powerful Six Sigma problem-solving tools to drive greater value
- Managers and executives who want to learn how to employ powerful Six Sigma tools and techniques to reduce process variability, costs and service delivery times, as well as drive higher levels of customer satisfaction and profitability
- Outside service organizations such as manufacturing and production wanting to incorporate the valuable methods and tools of Six Sigma.

Please note: participants are required to bring a laptop computer for the duration of the program.

For specific questions related to the training curriculum feel free to contact Michael Ewing, Program Director for SEEC's Lean Six Sigma Centre of Excellence, mewing@schulich.yorku.ca, or call at 416-736-5079.

1. The **principles, tools and methods** required by a Six Sigma Green Belt
2. How to **better understand the Voice of the Customer (VOC)** and link these to processes and supporting metrics
3. Learn to **lead proven Six Sigma DMAIC-style projects** that drive service improvement and tangible financial benefits
4. **Combine basic quality with powerful process analysis tools** to create better service with less cost
5. Gain in-depth understanding of the impact of process variation in order to **achieve predictable, error-free processes and customer service**
6. Successfully close process improvement projects and implement process control tools that will **ensure that the benefits realized are sustained**
7. Learn how to incorporate quality improvement tools to understand process behaviour and **drive better process solutions**

Take the first step toward your Six Sigma Green Belt

This program will provide you the knowledge and tools necessary for a Six Sigma Green Belt certification exam.

In addition to formal training, the industry standard for earning Six Sigma Green Belt certification requires two components:

- Successful completion of the certification exam, and
- Assessment of an eligible Six Sigma-based project

Consider SEEC's Masters Certificate in Lean Six Sigma - Black Belt as a natural next step once you complete your Six Sigma Green Belt program and preparation for Lean Six Sigma certification. If you are interested in learning more about the options available for achieving your formal Green Belt certification, please feel free to contact us at 416.736.5079.



Includes powerful statistical analysis and problem-solving tools.

Training Components

Your Six Sigma Green Belt for Service Organizations program will involve mastering the five phases of conducting a Six Sigma project in your organization:

PHASE 1: DEFINE

Launching a Six Sigma Project – Defining Goals

This first phase of the Six Sigma DMAIC problem solving project methodology is the most critical. It includes identification, prioritization, and successful launch of process improvement opportunities that are aligned with your strategic business objectives and voice of the customer.

PHASE 2: MEASURE

Measurement Systems and Data Collection

A distinguishing feature of Six Sigma process is the discipline surrounding data collection that leads to profound knowledge of process behaviour. This module explains data collection methods, sample size determination and sampling techniques.

PHASE 3: ANALYZE

Process Data Analysis – Introduction

Basic analysis and the introduction of hypothesis testing is presented and basic analytical skills are honed with examples and hands on cases studies spanning many industry sectors and applications.

PHASE 4: IMPROVE

Improving Your Operations

Leverage all of the knowledge gained from the measure and analyze phase of your projects, you will drive improvement through creative enhancements or through more dramatic process redesign.

PHASE 5: CONTROL

Improve/Control Techniques

Conducting final analysis and testing of the process improvements includes incorporating control systems and plans, audits, reports, visual controls and other tools and methods which will ensure long-term sustainability.

Overview of Learning

Day 1: Introduction to Six Sigma and DMAIC (Define, Measure, Analyze, Improve, Control)

Completing the DEFINE phase and Planning a Six Sigma Project

- Introduction to Six Sigma & the DMAIC methodology
- Writing effective problem statements
- Assessing Voice of the Customer (VOC)
- Introduction to the CT-Tree (Critical To)
- Incorporating “Lean Thinking” into Six Sigma projects
- Creating a SIPOC (Supplier, Input, Process, Output, Customer) map

Day 2: Establishing “Winning Conditions” and Launching Your Project

Project Launch and Effective Facilitation Skills

- Project Charters and leading successful Six Sigma projects
- Launching the project with your team
- Understanding the impact of process variation
- Mapping the process
- Assessing process risk with Failure Mode and Effects Analysis
- Cause and Effect diagrams
- Team voting techniques
- Pareto charts and focus on the “vital few”

Day 3: Introduction to Basic Statistics and Data Collection

Completing MEASURE Phase of Six Sigma Projects

- Introduction to basic statistics
- Descriptive statistics and histograms

Continues Online

Get the whole picture.

Preview complete course content and instructor bios online.

Complete Details / Register Today

<http://seec.online/11841>

* PMI Talent Triangle PDU breakdown • Technical: 35

How is ‘Six Sigma’ different from ‘Lean,’ and why do so many world class organizations choose to do both?

‘Lean’ tools and techniques focus on eliminating non value-added waste in business processes and across organizations. ‘Six Sigma’ focuses on eliminating errors in processes, products and services by focusing on understanding and controlling process variation. Becoming knowledgeable about Six Sigma Green Belt methodology will help you **lead high-impact process improvement projects using the DMAIC method, tools and techniques, as well as provide a vital support role for your organization’s leadership team** as they search for breakthrough improvements in customer satisfaction and profitability.

Instructor Profile

All of our *Six Sigma Green Belt for Service Organizations* program instructors are world class Lean Six Sigma experts that bring real world experience from leading quality continuous improvement training and organizational deployments. They are accredited as Lean Six Sigma Black Belts and Master Black Belts, and have extensive experience training and coaching individuals, senior leaders and teams on Lean Six Sigma methodologies, process improvement projects, and the successful transformation of organizations and corporate cultures.



Learning shouldn't stop at the end of your formal education in high school, college or university.

Because few of us have the same job for life, we constantly have to re-invent ourselves, learn new skills and adapt to the changing marketplace and business environment. Today's professionals and executives must be able to quickly develop and fine-tune personal business skills to adapt and grow.

The Schulich Executive Education Centre is a strategic business unit of the Schulich School of Business at York University in Toronto. Our role within the school is to provide lifelong learning for the development of professionals and executives long after their full-time education has been completed and they are in the work force.

All SEEC Programs Feature:

Just-in-Time Learning for Immediate Application

Executive and Professional Development at Schulich is focused, practical and immediately applicable to the skills you need and the task at hand. Select from a wide variety of relevant management topics at SEEC today, and use the new skills and techniques you learn at the office tomorrow.

Advanced Curriculum Structure

Our programs combine a variety of modalities to ensure optimal program effectiveness, relevance and retention for adult learners. They include mini-cases, break-out sessions, simulations, role playing and other interactive events to reinforce the concepts being taught.

Outstanding Faculty

Our accomplished faculty is drawn exclusively from both practitioners and academia, and each is an acknowledged leader and innovator in their field. Their professional activities, research and work experience allow them to bring a wealth of insight and cutting-edge knowledge to the program.

Risk Free Learning

SEEC Open Enrolment programs come backed with a 100% satisfaction guarantee.



A Lasting Memento

Participants receive a handsomely framed Certificate of Course Completion.



Upcoming Sessions & Locations

September 10 - 14, 2018

Schulich Executive Learning Centre
York University, 4700 Keele Street, Toronto
Tel: 416.736.5079

March 25 - 29, 2019

The Miles S. Nadal Management Centre
222 Bay Street, 5th Floor, Toronto
Tel: 416.360.8850

Programs run 9:00 a.m. - 4:30 p.m. each day.

Program Tuition & Registration Details

Program Tuition: \$4,450 + applicable taxes. This includes instruction, all seminar materials, lunches, refreshments, but not hotel accommodations.

Special Team Savings: Save \$150 each when two or more team members from the same organization register for this program at the same time.

Please Note: Fees, dates, speakers and applicable taxes are subject to change. SEEC's liability is limited to reimbursement of paid tuition fees. One free transfer is permitted, provided written notice is received at least 15 days in advance of the seminar start date. Late transfer requests, less than 15 days in advance of the start date, will incur a \$100 fee. Additional transfers are \$200 each. Cancellations received in writing at least 15 days in advance of the seminar start date will receive a full refund. Written cancellations received less than 15 days prior to the seminar will be subject to a \$500 administration fee. Participants must attend all program days and fulfill all program requirements in order to receive a certificate. HST# R119306736.

Optional Accommodation

To enhance your learning experience, participants receive a special corporate rate at the The Schulich Executive Learning Centre Hotel (for programs held at the Schulich Executive Learning Centre), and the Fairmont Royal York Hotel (for programs held at The Nadal Management Centre). For details please visit the **Contact and Locations** section of our website.

Contact Us

For program content and administrative inquiries, please call us at 416.736.5079 (1.800.667.9380 toll free), or email us at execedinfo@schulich.yorku.ca.

