



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 23 – 27, 2019
March 16 - 20, 2020

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 PDU*s*

Register Today / Complete Details

<http://seec.online/12312>



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Bring service excellence to the next level.

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.

Make an impact with Six Sigma Green Belt methodology and tools

What You Will Learn

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**

Who Should Attend

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
- 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.

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

Completing this program and our 3-day *Lean Operational Excellence for Service Organizations* program **perfectly positions you to take the next step and become formally Lean Six Sigma Green Belt certified**. Contact the program director **Mike Ewing** for information on the additional requirements for certification (**email: mewing@schulich.yorku.ca**).

Dates & Locations:

September 23 – 27, 2019
Executive Learning Centre

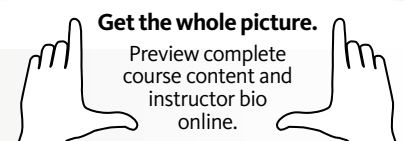
March 16 - 20, 2020
Miles S. Nadal Management Centre

Registration Fee:

\$4,450 + applicable taxes

Registration Details:

- Tuition includes teaching materials, lunches and refreshments, but not accommodations
- Corporate rate available 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 registration details at seec.online/FAQ



Complete Details / Register Today

<http://seec.online/12312>

Tel.: 416.736.5079 | 1.800.667.9380
or email excedinfo@schulich.yorku.ca