

2-day Yellow Belt for Champions

The Role of the Manager in Lean and Six Sigma

Course Description

A key element of success in any improvement programme is the commitment of and understanding by managers. Managers need to understand the vital role they play in supporting and driving change activity through projects and the day-to-day engagement of their team.

Managers play a very important role in ensuring that the culture of continuous improvement is embedded in their teams. 'Culture' is witnessed as behaviours exhibited by the members of the group. Managers will directly influence these behaviours by their own behaviour (consciously or unconsciously) and must therefore consider themselves as role models, from which others will take example.

This course is part of the Burge Hughes Walsh Lean Six Sigma Programme that includes:

- **5-day Lean Green Belt Basics—Lean Practitioner Level Course** provides the basic training to create the skilled people who will do the improving
- **5-Day Lean Green Belt Advanced—Six Sigma Practitioner Level Course** adds to the training in this course by teaching data-driven root cause analysis
- **6-day Black Belt Conversion Course** to enable green belts to convert to full Black Belt status.

Who Should Attend?

This course enables the participants to play the vital supporting role for improvement project teams. These include:

- Heads of service – *they need to support the roll-out of process improvement*
- Team managers – *they need to provide the project team members with resources*
- Project sponsors – *typically senior managers invited to oversee project progress*
- Process owners – *who have a requirement to improve their service provision and performance.*

Benefits to the Individual and Business

The purpose of the managers' course is to enable the attendees to:

- generate and manage improvement projects
- oversee the steps in each of the (R)DMAICT¹ project phases and appreciate the rigorous methodology that is applied through the phases
- launch and maintain an improvement programme in their part of the organisation
- carry out the role and the responsibilities of a project sponsor
- support the development of their teams' process improvement skills
- begin the process of improvement project ownership (the sponsor's role)
- understand the Lean and Six Sigma methodologies in the context of the organisation
- focus on the Voice of the Customer as the measure of success of improvement activity
- understand the key concepts of Lean and Six Sigma process improvement through waste elimination and variation reduction
- manage the project 'hoppers' in a governance framework
- measure process capability (to meet customer requirements)
- communicate and support improvement in the organisation.

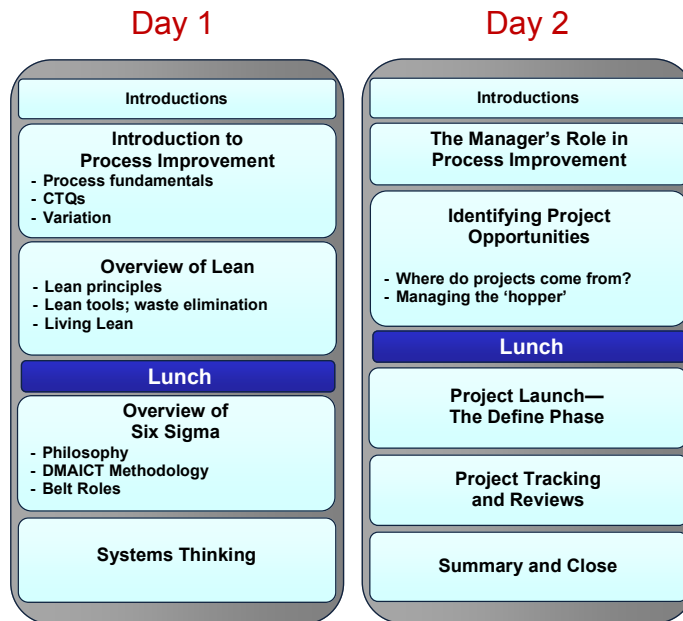
¹ (R)DMAICT - a structured improvement methodology: Recognise – Define – Measure – Analyse – Improve – Control – Transfer

Learning Approach

The learning approach is based on the Kolb learning cycle with a significant proportion of the course set aside for exercises to reinforce the learning. Indeed, the course employs a number of small group exercises involving a case study to provide a practical focus for the course which enables the delegates to practise the DMAICT methodology and tools.

Course Delivery

The course has been designed for minimum numbers of eight and maximum of 16 and can be delivered on site or at a suitable venue.



Course Costs

The cost of delivering the 2-day course, excluding delivery tutor accommodation and expenses, but including all courseware is £3,000. VAT will apply at the prevailing rate.

The course can be tailored to suit individual customer's operations.

More Information and Contact Details

For more information about the 2-day Yellow Belt for Champions Course or any of our other courses please contact **Mr Stephen Walsh** on +44 (0) 777579 4472 or swalsh@burgehugheswalsh.co.uk.